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# **HLO bonus scheme open**

HELLOWORLD'S offer of free shares for franchisees is now accepting applications (*TD* breaking news), with members to receive a varying number of shares "based on their level of contribution to the Helloworld business".

The initiative was unveiled to much excitement at the group's Owner Managers Conference in Singapore (*TD* 24 Oct) but was only formalised with the launch of a prospectus yesterday.

Franchisees can apply for the "nil cash consideration" shares via personalised application forms, with the offer open until 5pm on 25 Nov.

Formally known as the Helloworld Members Loyalty Bonus Scheme, the program "underpins the Helloworld Group strategy of rewarding loyalty displayed by franchisees, and the issue of shares under the Scheme is intended to facilitate building a stronger member network," the prospectus states.

A total of up to 786,000 shares are being made available under the offer, overall worth just over \$3.3 million at the current Helloworld share price of \$4.30.

#### Today's issue of TD

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

AA Appointments jobsRadisson Blu

All shares issued under the offer are "escrowed" until 31 Oct 2018 - the so-called 'Vesting Date' - meaning they cannot be transferred or traded until then - but will be entitled to any applicable dividend payments.

"If a franchisee issued with shares is no longer a member of the Helloworld network on the Vesting Date, the shares issued to the franchisee (and held in escrow) under this Prospectus will be forfeited," the document states, with any departure seeing the leaving franchisee instead receive a \$1 payment.

In the case of an agency being subsequently sold to a third party by a franchisee who has shares issued under the prospectus, "the vendor franchisee will continue to be entitled to the shares (and any dividends payable on the shares) if the new owner of the agency remains in the Helloworld network up to and including the Vesting Date," the terms state.

#### Vietnam e-visa trials

**THE** Vietnam National Tourism Administration has given the green light to pilot an e-visa program for tourists from major source markets, starting 01 Jan.

The scheme will operate for a two year period and enable visitors to apply online for the 30-day visa, with e-visas turned around within three days.

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#### Encore readies

by itravel

**ULTRA-LUXURY** cruise vessel Seabourn Encore has concluded its final rounds of sea trials off the coast of Italy in the Adriatic Sea.

Seabourn's new 600-passenger ship will be delivered on 30 Nov and begin sailing on 04 Dec.

30th Birthday



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#### AF 787s on CDG/LHR

**AIR** France will deploy Boeing 787-9 Dreamliner aircraft on the Paris Charles de Gaulle-London Heathrow route from 06 Feb.

AF will operate its carboncomposite 787 aircraft six times weekly on the LHR route.



First with the news

Wednesday 9th November 2016



AVIS last night awarded its 20th Travel Agent Scholarship, celebrating a landmark for one of the most prestigious and longrunning award schemes in the Australian travel industry.

Barbara Baron of Sylvania Travel & Cruise in southern Sydney was named this year's scholarship recipient, earning a prize package worth more than \$40,000 and joining a league of Avis winners that includes several leading figures in the agent community.

Avis Australia travel industry manager Russell Butler announced the prize at a 20th anniversary dinner at the Four Seasons Sydney, saying the scholarship's longevity was a salute to the exceptional service of Australian agents.

"The industry has changed a lot since '97 - back then the internet was just beginning and there were very few home-based consultants," Butler said. "The delivery of customer

**Thunder River Rapids** decommissioned

**ARDENT** Leisure Group, the firm which owns Dreamworld on the Gold Coast, has confirmed it is shutting down the Thunder River Rapids ride which killed four visitors last month.

The theme park said it was closing the ride out of respect for victims and their families.



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service has become more important than ever and it is now how consultants stand out from their competitors."

He said thousands of Australian agents had applied for the scholarship over its 20 year history, encouraging them to evaluate their customer service.

"We believe the Australian retail industry has been the ultimate winner from the Avis Travel Agent Scholarship Program," he said.

See page five for more.

### **Booking.com trials** travel agent platform

**ONLINE** travel firm Booking.com has unveiled a pilot program for travel sellers called Booking.com for Travel Agents.

The platform features a range of tools to "empower travel industry professionals to seamlessly make and manage accommodation reservations for their clients, via Booking.com", the company said.

Booking.com for Travel Agents builds on the existing Affiliate Partner Program, offering eligible consultants who sign up to similar benefits when making reservations on the site's 1 million accommodation listings in 96,000 destinations in 227 countries.

Agents will be able to view and manage all customer bookings via a dashboard that also provides a breakdown of earnings. CLICK HERE for more info.



#### Pay day for MU pilot

THE pilot of the China Eastern Airlines' Airbus A320 taking off at Shanghai Hongqiao Int'l Airport that narrowly avoided crashing into a taxiing aircraft on 11 Oct has been awarded 3 million yuan (AU\$570,700) by the carrier.









Wednesday 9th November 2016

# AFTA lauds Labor PMC move

AFTA boss Jayson Westbury has commended the Labor Party for its decision to oppose the flagged increase of the Passenger Movement Charge (PMC) by \$5, to \$60, instead proposing to alter the 19% backpacker tax to 10.5%.

"Labor has listened to the industry's concerns, that the proposed increase of 9% to the PMC has been done without industry consultation and for the wrong reasons," the Australia Federation of Travel Agents said in a statement yesterday.

AFTA reiterated the govt's mooted change to the Working Holiday Maker (WHM) package does not require the PMC to rise to meet tax revenue goals.

"The travel and tourism industry has been united in calling for the PMC increase to be removed from this WHM package as it is the right thing for the country, the travelling public and the industry," Westbury remarked.

Conditions subject to change

He applauded Labor for its strategy to support the greater Australian travel & tourism sector.

The TTF, which is also lobbying against the PMC hike, welcomed Labor's backing, urging all parties "to come to a fair compromise".

#### Auckland gets a Ritz

**NEW** Zealand's largest city, Auckland, has been earmarked for the entry of the Ritz-Carlton Hotel brand in the country after a management agreement was struck with NDG Asia Pacific Ltd.

Set to open downtown adjacent to Sky City in 2017, The Ritz-Carlton Auckland will feature 300 rooms and suites.

"We have long desired to bring The Ritz-Carlton to New Zealand and we've patiently waited for the right partner & opportunity that will create a showcase worthy of this world-class city," The Ritz-Carlton president & coo Hervé Humler said yesterday.

📐 D E L T A 🛛 🚧 australia

## Webjet Zuji ASX sale

WEBJET has sold its Zuji businesses in Hong Kong and Singapore to Reckon Holdings and Sharp Focus Pacific Limited \$56m (TD breaking news).

The price represents a \$26 million profit over the purchase price of \$30 million when it was first acquired by the online travel agent in Mar 2013.

"We have taken out more than \$5 million in annual costs and turned the Zuji businesses into profitable operations in a competitive market," said Webjet managing director John Guscic.

He said the group was "committed to expanding its presence in Asia through business to business hotels" and will launch a new start-up dubbed FIT Ruums which extends to its B2B division across key Asian markets.

The agreement will see Webjet provide transitional services on a fee-for-service basis for 12 months to assist with a smooth handover to the new owners.



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**ONLY** the thick-skinned with "saint-like patience" need apply. Low cost-carrier 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 "misunderstood but beloved" 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 cautions: "Dubs

fans, Man U supporters and cyclists will not only be automatically excluded from the process, but will be tracked down, tortured and shot". Interested in applying? **CLICK HERE** to submit your resume.

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DISNEYLAND



Wednesday 9th November 2016

#### World Exp acquisition

**WORLD** Expeditions Travel Group has successfully acquired UK-based baggage transfer service Sherpa Van.

Group chief executive officer Sue Badyari commented that the new purchase "complements the company's extensive offering of a range of fully serviced walking holidays in Britain".

"So many people are seeking the enjoyment of participating in longer walks...but for many, carrying your entire week's luggage from place to place each day can mean the difference between being able to do the trek or not, so this transfer service is key to making it more accessible for all levels of trekkers," she said.

Sherpa Van collects baggage from walking travellers each morning and delivers them to their next accom point.

It operates nationwide and covers all of Britain's major walking and cycling routes.

## **Carnival Interpol pact**

**CARNIVAL** has partnered with INTERPOL in a bid to enhance passenger security screening.

The new initiative, dubbed the I-Checkit pilot program, will be rolled out to all 10 of its brands and across a fleet of 101 ships.

"With its real-time secure global alert system, criminal intelligence potential and compliance framework, I-Checkit provides an invaluable preventative and investigative capability for global policing," commented Michael O'Connell, director of INTERPOL's operation support and analysis directorate and head of I-Checkit.

#### **TN Amadeus switch**

**AIR** Tahiti Nui's reservation systems will temporarily go offline from 0900 10 Nov until 0900 11 Nov, as the carrier moves over to Amadeus.

Agents are advised to call TN's support team for any urgent queries on 1300 657 190.



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# Excite Fiji winners announced

A GROUP of lucky agents will jet off to Fiji in Feb to experience the very best of the tropical destination.

To win a spot on the famil, agents simply had to book Fiji through Excite Holidays and flights with Virgin Australia.

Winners are as follows: Ally Casey (**pictured**), Travel Managers; Kausar Desai, Best & Less Travel; Rossemarie

Nunez, Austral Tours; Emma Seymour, Patterson Lakes Travel & Cruise; Tracey Burfield-Milles, World Travellers Remuera; Tiffany Hausler, The Travel Agent; Tina Lazell, helloworld Everton Hills; Rebecca Norberry, Kempsy Travel & Cruise; Justine Smallwood, About Your Travel; Astrid Martin,



Traveledge Holidays; Shelley Moen, Our Travel Brisbane; Greg Mangos, Travel Utopia; Stelios Missikos, MPS Travel & Tours; Vivienne Erickson, helloworld Shepparton; Mutha Menon, Traveland Epping; Tracey Hembling, Maria Slater Travel and Jillian Brodie, House of Travel Ellersie New Zealand.



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Wednesday 9th November 2016

# Avis Winner Bound for NY

**AVIS** Travel Agent Scholarship 2016 recipient Barbara Baron of Sylvania Travel & Cruise has joined an elite group of winners.

"Through this process I've learnt a lot about what I've achieved, what I can do better and what I aspire to," she said last night.

"I really believe that the internet does not provide service, people do, and I'm proud to be in an industry that still recognises this."

Baron's fellow finalists included Joanna Tatton of Cruiseabout Noosa, Jeanette Lasek of Travel by Design, Melissa Pointon of MTA Travel and Janene Ferguson of helloworld South Melbourne.

Her scholarship package includes QF Business class flights to NY with Avis car rental and appointments with execs at Avis HQ in New Jersey, a scholarship at Southern Cross University, a Polonious Resources Personal Profile and 12 months' coaching, 12 months' CLIA membership and tickets to Cruise3sixty in 2017, plus tickets to the 2017 NTIA awards gala dinner in Sydney.

**Pictured** are (from left): Avis Australia travel industry manager Russell Butler; scholarship winner Barbara Baron; NSW Minister for Regional Development, Skills and Small Business John Barilaro; and Avis Budget Group Pacific managing director Kaye Ceille.

#### **ATEC event Canberra**

AUSTRALIA'S export tourism industry association, the Australian Tourism Export Council (ATEC) has moved its annual event to Canberra, after holding it in Sydney for the past 40 years. Meeting Place will take place at QT Canberra on 29 Nov, to register head to www.atec.net.au.



#### VA honours cheap tkts

VIRGIN Australia will reportedly honour a series of super-cheap fares mistakenly offered briefly yesterday morning.

Return fares with codeshare partner Singapore Airlines included Melbourne-Beijing for \$266, Sydney-London for \$764, Brisbane-Rome for \$782 and Adelaide-Shanghai for \$276.

Business Insider Australia reports the fares were uncovered by monitoring service Scott's Cheap Flights, but had vanished by lunch time.

It says Virgin attributed the fares to a "technical glitch" and was understood to be honouring any fares booked.

"We are working to have this rectified and apologise for any confusion," the airline said.

### Qld tourism jobs

**JOBS** Queensland has begun a review of skills and training needs for the state's tourism industry, across its 13 tourism regions.

The Queensland Tourism Industry Council says the review will provide advice to the Minister for Training on skills needs for regional areas, future workforce development and traineeships.

Tourism industry feedback has been sought, including input from employers, unions, industry associations and local communities, with responses required by 09 Dec.

For submission details and more information, **CLICK HERE** 

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FOR 2016!

Uncover the hidden gems of Indonesia in the November issue of *travelBulletin*.

CLICK HERE to read

#### Whitsunday expo

THE annual Whitsundays Tourism Exchange begins next week, with 23 wholesalers and online travel agents involved in presentations by 36 of the region's local operators.

The Tourism Whitsundays event will be held at the Coral Sea Resort on 16 Nov, followed by a four-day famil program involving several island properties and excursion operators.

#### SPG Pacific sale

**STARWOOD** Preferred Guest (SPG) will offer up to 35% off the group's 18 hotels and resorts in the Pacific in a new sale starting on 18 Nov.

Deals will include Sheraton Grand Mirage Resort Gold Coast, Sheraton on the Park Sydney and The Westin Melbourne and more.

Offers will be valid for travel 21 Nov 2016 to 04 Sep 2017 and must be booked by 04 Dec.

They include Sheraton Grand Mirage Gold Coast from \$229pn.

#### **FJ shuffles SIN flights**

**FIJI** Airways has announced changes to its Nadi-Singapore flight schedule between 15 Nov and 25 Mar.

The departure of FJ361 to SIN on Tue and Fri will shift from 2300 to 2345 from 15 Nov, then to 2245 from 15 Jan to 25 Mar.

The return flight, FJ360 to NAN on Wed and Sat, will shift from 1055 to 1400 from 15 Nov through to 25 Mar.

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#### THE TAAP TOP TEN Brought to you by Expedia

**Expedia TAAP Destinations OCT 16** 



Expedia TAAP reported terrific growth in October with 705 different destinations booked by Expedia TAAP agents last month. The top ten destinations booked were Sydney, Melbourne, Brisbane, Singapore, Gold Coast, Perth, London, Hong Kong, Bali and Adelaide. Auckland, Cairns and New York were just outside the top 10. EMEA steady at 18% market share. OCEANIA up 2% to 50%. USA down 1% to 11% last month while Asia was down 1% to 19% of the destination mix.

Domestic bookings have really ramped up last month, it's great to see such a high market share. Great for our ANZ suppliers. Other destinations which are seeing some great peaks are, New Zealand, Japan, Greece, Canada and Mexico all seeing fantastic YOY growth.

Some of the out of the way destinations last month included Galle Sri Lanka, Paso Robles CA, Tromso Norway and Visayas Philippines.

Your great service and our great rates, keep your customers coming back.



#### **PNG Air ATR order**

**PNG** Air has penned an order with ATR for five ATR-600s aircraft, which will be delivered in full by 2022.

Group chief executive officer Muralee Siva said the purchase "supports our strategy to transform our business by modernising our fleet".

#### **Burma in Busabout**

**BURMA** has been reintroduced as a destination for Busabout in its new 2017 Asia program.

The country appears in the 11-day Burma Adventure and explores the largest concentration of Buddhist pagodas in Bagan, a cruise on the ancient Inle Lake, and a visit to local floating villages.

Also new is the Thai Island Moon Party itinerary, which includes a boat trip to Koh Phangan before heading to a moon party.

#### QR/BP codeshare

**QATAR** Airways has teamed up with Air Botswana to provide passengers with connections to three destinations across the African country.

The codeshare will provide QR pax with new options to Gaborone. Francistown and Maun via Qatar Airways' South Africa gateway, Johannesburg.

#### Park Hyatt Kyoto

A NEW Park Hyatt Hotel is in the works for Kyoto, Japan following a management agreement between Hyatt and Takenaka Corporation.

The 70-room property is expected to open in 2019 and will be in a low-rise building within walking distance from the Kiyomizu-dera Temple.

#### NZ golf tourism up

**THE** number of tourists flocking to New Zealand for a putt is on the rise, with golf visitors up a record 23%, one of the highest rates experienced worldwide.

The country saw an 18% increase in spend for golfers for the year ending Apr, Golf Tourism New Zealand's third golf tourism progress report shows.

Each year, NZ\$329m is being injected into the economy from international golf tourism.

# **Accommodation Updates**

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



Following a multi-million dollar renovation, the newly rebranded Hyatt Centric Key West now features refreshed guestrooms, an upgraded Jala Spa and renovated Blue Mojito Pool Bar and Grill. The 120 rooms received new colourful furnishings and amenities like

Moleskin journals, Drybar Buttercup blow dryers, and eco-friendly Bee Kind bath products. Blue Mojito Pool Bar and Grill has been redesigned with new booths and tables, murals and chairs and a chandelier.



Marriott Hotels has reopened London Marriott Hotel County Hall following a multi-million pound transformation. All suites have upgraded bathrooms, entrances with tiled mosaic flooring and new soft furnishings. A new Executive Lounge with

riverside views has also been added.



Following a three-month refurbishment, The Canyon Suites at The Phonecian in Arizona has reopened with a more contemporary, residential design. All guestrooms and suites have new furnishings, carpeting, upholstered headboards, quartz stone countertops and

vanities and the outdoor patios and terraces have new tiling and furnishing. The lobby now has The Canyon Lounge.



EMIRATES held its annual trade night recently at Flemington Race Course in Melbourne, welcoming 100 agents to sample food and wine, network and win prizes.

The big winner was James Jang from Where2Travel, who won two Economy class tickets to Dubai, (upgradeable to Business class), accommodation at Marriott's newest Autograph collection hotel La Ville Hotel (opening in Dec), transfers and an Arabian Adventures City tour and desert dinner safari.

Pictured are: Dean Cleaver, Emirates regional manager Vic/ Tas; Andrew St Ledger, director, global sales Marriott Int'l; Julie

Abbott, Emirates senior sales executive; James Jang, travel designer Where2Travel; Jodie Collins, regional sales manager Vic/Tas & SA Dubai Tourism and Renee Cleaver, Emirates passenger service.

#### Peugeot low rate

**NEW** Peugeot 208 vehicles in France are available for lease for \$38 a day with globalCARS.

The rate applies to leases made by 31 Dec.

More savings are available on 40 other Peugeot models.

For further information, visit www.globalcars.com.au.

#### **Universal Aventura**

**UNIVERSAL** Orlando has announced it is adding a new property to the resort, set to open in 2018.

The 16-storey Aventura Hotel will feature 600 guest rooms, including 13 kids' suites along with a loft-inspired lobby with views to the pool.

A modern food hall will offer five casual dining options while there will also be a rooftop bar and grill with views of Universal Orlando.

Further features include a pool with a hot tub, kids area, bar, fit pit and fitness centre.

Reservations for the hotel will open in early 2017.

#### Air Astana A320neo

**KAZAKHSTAN'S** flag carrier, Air Astana has taken delivery of its first A320neo at Airbus headquarters in Toulouse.

The plane features a two class cabin layout, seating 16 passengers in Business class and 132 in Economy.

It will join the carrier's existing fleet of 13 A320s and be operated on both domestic and international networks.

#### **UAE Louvre delay**

**THE** official opening of Abu Dhabi's Louvre museum has been postponed until next year due to "pending construction work".

The attraction was originally scheduled to open back in 2012 but that was pushed back to the second half of this year.

#### NZ component deal

**AIR** New Zealand has inked an eight year licensing deal to overhaul and repair auxiliary power units produced by Honeywell Aerospace at its Christchurch maintenance base.

The agreement will create 45 new jobs in Christchurch, the majority of which are high skilled engineering jobs.

#### Swiss-Bel Kuta open

SWISS-BELHOTEL International has launched Swiss-Belexpress Kuta on Kuta Beach, Bali.

The 110-room, two-star, nothrills hotel has been designed with millennials and budget conscious travellers in mind. Opening special room rates lead in at around AU\$42 per night. **CLICK HERE** for more.

# Win a Variety Cruises experience

This month Travel Daily, Variety Cruises and Discover the World are giving readers a chance to win a yacht cruise experience on the Glories of Spain and Portugal cruise, sailing on board *M/S Panorama II*. The total prize value is AU\$7,710.



To win, answer every daily question correctly and have the most creative final answer. Send your answers to variety@traveldaily.com.au

TERMS AND CONDITIONS



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**NINE** travel agents scored themselves a place on a Jetstarhosted famil visiting Vietnam and Singapore last month.

Highlights of the trip included The Red Bridge Cooking School, a scooter tour of Hoi An's countryside and ATV driving on the beach at Lang Co.

The winning participants are **pictured** above at Khai Dinh Tomb in Hue, central Vietnam.

From left are: Tracey Graham, helloworld Bendigo; Kelsey Rabnott, Travel Crew; Sarah Rofe, Flight Centre Travel Group; Alison Tucker, Plan B Group; Shannon Threlfall, italktravel Belmont; Lisa Dawson, Verve Travel Management; Cara Greedy, Pie In the Sky Travel; Elizabeth Rooney, East Burwood Travel & Cruise; Brian Caddle, Reho Travel and famil host Melinda Easton Kuhl from Jetstar.

#### GS long-haul growth

**TIANJIN** Airlines is making a strong entry into the international market with plans to start a second route to London as well as operations from Paris in 2017.

The Chinese carrier was originally a domestic airline before launching its first UK route Tianjin to London Gatwick in Jun.

Yesterday, GS revealed it would launch a Gatwick-Xi'an service from May 2017 utilising a twoclass A330.

Further, GS is planning a London-Auckland, New Zealand, service in Dec via Chongqing.



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Experienced travel consultants, never has there been a better time to escape behind the scenes and move into wholesale travel. We currently have opportunities available in cruise, rail, international and domestic wholesale teams. Not only will you leave face to face consulting behind but get to specialise and sell the product you are passionate about whilst earning sensational \$\$ and enjoying some of the best industry perks out there. Previous travel consulting exp required. Get in quick to have your pick of the roles.

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Are you a wiz with all things accounts? This is a great opportunity to test the waters with one of the leading global leaders in the industry. Take a leap & apply for a behind the scenes role on a long term contract with opportunity to go permanent! You will be responsible for all global accounting including payment processing, invoice entries, processing refunds, and working closely with the business partners to ensure the smooth running of the company. Min 12 months travel industry experience & accounts experience.

#### GERMAN/FRENCH SPEAKING AGENT LIFESTYLE TRAVEL CONSULTANT MELBOURNE (INNER) – SALARY TO \$60K (DOE)

This well-established global company is looking for German or French speaking agent to join the team. Along with organising fantastic Australian itineraries, you will also handle all client requests from restaurant bookings to concert tickets. This is a fantastic opportunity to utilise your language skills as well as working in a supportive environment where your work will be rewarded. A minimum of 12 months utilising Amadeus GDS, you must be fluent in German or French. If this sounds like you, let us know todayl

#### CRUISING THE HIGH SEAS ONLINE CRUISE SPECIALIST MELBOURNE (INNER) - SALARY PACKAGE TO \$70K (OTE)

As part of Australia's leading travel company, this organisation is forever seeing growth and are currently seeking a travel professional with a passion for cruising. This in-house wholesale travel company services some of the industries most experienced and recognised retail travel agents in the market. Working behind the scenes via phone and email, you will be able to put the face to face consulting behind you. Min. 18 months international travel consulting experience required. Apply today!

#### CALLING ALL JAPAN SPECIALISTS TRAVEL CONSULTANTS BRISBANE – \$50-\$60K OTE ++

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