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Travel Daily

First with the news

Monday 28th November 2016



Silversea Europe deal

SILVERSEA Cruises is offering savings of up to \$1,600 per suite on new bookings for selected European cruises during 2017. The ultra-luxury line also has a 10% early booking bonus available - see the **cover page**.

PMC could cut airport queues

THE government should direct some of the funds collected via the Passenger Movement Charge to new technology at airports to improve the arrival and departure experience, according to a major new report commissioned by TTF Australia.

The Airbiz study highlights growing queues and delays which are "tainting the reputation of Brand Australia," said TTF ceo Margy Osmond.

Current border management

and passenger facilitation costs about \$237 million annually - in contrast to the whopping \$985 million collected via the PMC.

"The money is certainly already there to create more efficient borders, and much better passenger experiences," she said.

Key recommendations include digital data gathering to replace paper based documents, an expanded SmartGate program, a paid-for 'premium facilitation' channel and new baggage tracking systems which would enable pre-cleared passengers to collect bags 'on demand'.

Airbiz also urged outsourcing the administration of the Tourist Refund Scheme which would free up Australian Border Force staff for more pressing tasks.

15% backpacker tax

THE Turnbull government this morning announced it would be lowering the proposed 19% backpacker tax to a 15% rate.

AFTA said the decision was a "victory for common sense" and urged it be passed immediately.

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India currency alert

TRAVELLERS to India are being advised to carry cash and consider using an electronic currency card, as a result of the country's "demonetisation" reforms (**TD** 10 Nov).

Mark Luckey from RoomsXML has been in Chennai for the last week and experienced first hand the disruption which will see existing 500INR and 1000INR notes shortly become worthless.

While targeting the cash economy, the move is also hitting inbound tourists, with Luckey advising he was unable to exchange cash at airports.

Hotel earnings up

AUSTRALIA'S accommodation earnings have continued their upward streak, rising to \$2.6 billion in the Jun quarter.

The latest trend estimates released by the ABS show hotel takings were up 3.9% on the same quarter of last year, following a 4.5% increase in the three months to Mar.

Room occupancy rates rose by 1.3 percentage points to 66.6% in the Jun quarter, following similar increases in Mar and Dec.

Seasonally adjusted takings for the Jun quarter also jumped 3.9% to \$2.6 billion.

Today's issue of TD

Travel Daily today has six pages of news and photos, a front cover wrap for **Silversea Cruises** plus a full page: (**click**)

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New Queensland campaign

QUEENSLAND premier Annastacia Palaszczuk yesterday launched a major new 'I know just the place' tourism campaign, with the destination marketing promotion focusing on the state's unique attractions.

"International tourists already know about the Great Barrier Reef and our magnificent beaches but Queensland is full

of opportunities to do things you can't do anywhere else," she said.

The push includes a wide range of video collateral, with the aim of showcasing the state's attractions alongside the locals who run them.

"There's not many places you can dive with turtles, walk through underground lava tubes or be right there with kangaroos on a beach at dawn...we want Queensland to be Australia's number one destination and this campaign is about inspiring consumers to come and experience what's on offer," Palaszczuk said.

Tourism and Events Queensland

Chair Bob East said the campaign aimed to cut through to consumers in a highly competitive global market.

"Through our market research it became quite clear that we need to elevate Queensland and showcase the range of unique experiences...we need to forge

an emotional connection, drive engagement and aspiration through

a re-energised brand which translates across audiences and converts to bookings," he said.

The campaign includes a new Queensland logo (pictured above) which will appear on all consumer-facing material.

Queenslanders are also being invited to share their favourite experiences at queensland.com.

The new campaign will roll out domestically in TV, video, digital, social media, print and outdoor effective immediately, expanding to Asia, Europe, UK and the US in early 2017.

The promotion videos can now be viewed online - see traveldaily.com.au/videos.



PER pushing for 787s

PERTH Airport has restated its backing for non-stop B787-9 services to London after concerns that Qantas might deploy its new aircraft elsewhere.

A dispute over terminal facilities led to a warning from the airline last week that it might use its flagship planes on other routes if an agreement couldn't be reached soon.

In a statement yesterday Perth Airport ceo Kevin Brown said the T1 international terminal remained the preferred option, though discussions on Qantas' preference to upgrade the T3 domestic facility were continuing.

He said Qantas had been offered a multi-million dollar incentive package to use T1.

New GALTA president

MARIO Paez has been appointed as the new president of Gay and Lesbian Tourism Australia (GALTA), taking the position of outgoing president Rod Stringer.

Paez is co-director of Sydney-based LGBT tour and travel operator Planetdwellers.

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Monday 28th November 2016

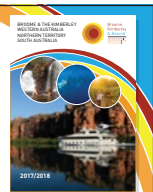
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BARA slams MEL fuel shortages

THE Board of Airline Representatives of Australia (BARA) says deep fuel rationing at Melbourne Airport last week once again shows the need to reform the entire supply chain.

Last Thu night international airlines were advised MEL had been placed on "black traffic light" status, meaning immediate and deep fuel rationing.

BARA executive director Barry Abrams said carriers were doing all they could to minimise the disruption to passengers.

"But the main responsibility lies with the existing jet fuel suppliers...the latest jet fuel shortages are the result of taking no action to deal with known and avoidable supply issues," he said.

"There is a lack of urgency in addressing this issue and there has been no orderly investments to increase the capacity of the jet fuel infrastructure supply chain since the previous shortages in

2015, despite growing demand for jet fuel at Melbourne Airport."

Abrams said growing aviation capacity had underpinned strong visitor growth to Melbourne and Victoria, but numbers "can't be expected to continue to grow if there's not enough fuel for the planes to fly".

BARA has urged a review of the situation by industry experts, along with an infrastructure plan and fast-tracking of approvals.

Cuba DFAT update

THE Department of Foreign Affairs and Trade has updated its Smarttraveller advice for Cuba following the death of former president Fidel Castro.

Australians in Cuba at this time are advised to "refrain from any behaviour that may be interpreted as festive, disrespectful or disorderly" during the official 9-day morning period.

QF revises drug policy

QANTAS has advised of a change to its Unaccompanied Minor Policy in relation to the carriage of medication on board.

Effective immediately, the definition of "medication" has been updated as being any medicine from a doctor or dentist (on prescription) as well as from a pharmacist or over-the-counter.

This now includes Ventolin inhalers as well as adrenaline auto-injectors, with children required to have a letter from their doctor if they are carrying medication on the flight.

The doctor's letter must be in English and be dated within two years of the travel date, confirming the child "is capable of identifying the need for the medication and self-administering it".

Food may be available in transit lounges for unaccompanied minors, with carers urged to be aware if that could impact the child in terms of allergies.



Window Seat

THERE'S massive excitement this week at Minneapolis-St. Paul International Airport in the US, where the toilets have won the 'America's Best Restroom' contest for 2016.

The coveted title followed a makeover of the airport's 100-plus public bathrooms, with key innovations such as out-swinging doors and niches for rolling luggage.

There are also "restroom zones" where travellers can wait for their companions to spend a penny, with flight information boards, water stations and displays from local artists.

The designs are so good they are part of a case study in a new Transportation Research Board guide to "the airport restroom of the future" - see trb.org.

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Monday 28th November 2016

NZ Adele flights

AIR New Zealand has added more than 80 extra flights in and out of Auckland to cater for Adele fans travelling to the city to see her sold out show in Mar.

The carrier will boost its services between Auckland and Wellington, Christchurch, Dunedin and Queenstown in the days before and after the concert.

Air NZ regional gm direct and market development Jeremy O'Brien said the extra flights would provide 15,000 more seats for Adele fans who had been lucky enough to secure tickets.

Canberra travel export

INTERNATIONAL travel buyers have been getting a taste of Australia this week ahead of the Australian Tourism Export Council's annual Meeting Place event in Canberra.

A group of 34 inbound tour operators has spent the past two days in Canberra and its surrounding regions of Hilltops, Snowy Mountains and the Eurobodalla/Sapphire Coast on famils ahead of Meeting Place on 29 and 30 Nov.

This year's event has attracted a record 350 delegates and will be held across the National Museum of Australia, Parliament House, Pialligo Estate and QT Canberra.

Vietnam 10th B787

BOEING and Vietnam Airlines celebrated the delivery of the carrier's 10th 787 *Dreamliner* on the weekend.

Exec vp of the airline Phan Xuan Duc said he was proud to welcome the 10th plane, "just 16 months after taking delivery of the first of these state-of-the-art new aircraft".

He said the 787 played a vital role in the airline's ability to offer customers four-star service and established it among the leading carriers in Asia.

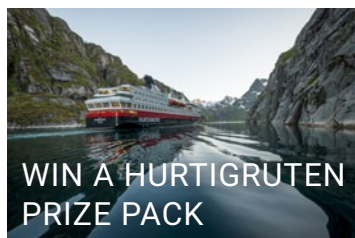
New disability resort

A RESORT and health spa for people with spinal cord injuries, Sargood On Collaroy, will soft open at the end of the week on Sydney's northern beaches.

The \$22 million complex, partly owned by Icare, the Sargood Foundation and an unknown philanthropist, boasts views of the beach and has 17 specially built self-contained apartments.

The facility will launch on Fri, with trials to take place before it officially opens to the public early next year.

The entire property has easy access for people with spinal cord injuries; find out more about the resort [HERE](#).



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1. What are the Hurtigruten Classic Norwegian coastal voyages most commonly described as?

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PTM get together in WA



TRAVELMANAGERS' third bi-annual state meeting was held in Perth last week with five Western Australian Personal Travel Managers (PTMs) recognised for five years of service.

The meeting also gave the PTMs, along with ten national partnership office staff and four partner suppliers, a chance to enjoy a Christmas lunch at the Grand Bar & Bistro.

TravelManagers will continue its personal travel manager state meetings around Australia with Melbourne, Hobart and Brisbane meetings scheduled from now into early Dec.

The happy bunch of West Australian PTMs and representatives from the national partnership office are **pictured** above enjoying the recent Perth state meeting.



malaysia airlines



Corporate Sales Manager ANZ (Sydney based)

Malaysia Airlines is looking for an experienced Corporate Sales Manager. Responsibilities include but not limited to; plan & develop strategies to build revenue & market share; initiate, evaluate & sign corporate contracts; manage & monitor SME/TMC contracts; evaluate & collate revenue and forecast revenue; relationship building & visiting corporate partners; continuous development & learning of related industry market trends; analyse regions performance & take corrective actions; plan promotional activities on a quarterly / annual basis; liaise with marketing in putting together programs / packages; provide inputs for the strategic business plan.

Marketing Manager – Digital Marketing ANZ (Sydney based)

Malaysia Airlines requires the skills of an experienced Marketing Manager. This role will be digital driven marketing. Responsibilities include; formulating marketing & media campaigns; create & engage with Malaysia Airlines digital team; coordinate with the appointed social media agency; assist in implementing & monitoring of the enrichloyalty program; coordination of online partners to increase internet sales; build online database; coordinate mega FAMS program; lead & create various product offerings; plan & execute agents & media educational trips; reconciliation of quarterly various budgets expenditure; manage local website with frequent updated; ensure accuracy on promotional material.

Please email your application to sarah.king@malaysiaairlines.com
Applications close 12 December 2016.

SQ Wine Show pact

SINGAPORE Airlines is lifting its presence in Canberra, announcing it will be the major partner of the National Wine Show of Australia from 2017.

Agents venture to Peru & Chile



EARLIER this month Natural Focus Safaris and LATAM Airlines treated top agents on a 10-night educational to Peru and Chile.

Highlights of the fam included a visit to Lima, the Sacred Valley, Cusco and a short stopover in Santiago de Chile.

Participants sampled Peruvian cuisine and stayed at Belmond Miraflores Park and Belmond Monasteria in Peru as well as The Singular Hotel in Santiago.

Pictured in front of the "Lost city of the Incas" are: Melita Boyle, Gannon & Turner Travel

Associates; Ashley Dyer, The Perfect Travel Group; Lauren Fell, Flight Centre Bulimba; Alana Cetta, Flight Centre Rundle Mall; Beverly Burt, Travel Managers; Glenda Higginbottom, itravel Raymond Terrace; Beate Carr, MTA; Troy Hellmund, Flight Centre Hyper Store Sydney; Taleen Gaidzkar, NFS and Vicky Harris, Flight Centre First & Business Brisbane.

Virtuoso hot list

AUSSIERS will be packing their bags and heading to Cuba and Iceland, looking for adventure in Antarctica and South Africa and honeymooning in the Maldives in 2017, according to the 2017 Virtuoso Luxe Report Australia.

A shift away from the mainstream travel agenda and towards less common options is identified in the report along with a move towards longer international holidays and shorter domestic trips.

Oceanwide polar ship

POLAR cruise company Oceanwide Expeditions has ordered a 180-passenger ice-strengthened vessel to be built by Croatian shipbuilder Brodosplit.

Set to sail in 2019 and named *Hondius*, the ship will be designed for exploratory programs and activity-based shore excursions in the Arctic and Antarctica.

More in tomorrow's **CW**.

Lufthansa strike cont

FLIGHTS will be disrupted for a second week as members of pilots union Vereinigung Cockpit plan further strikes over pay.

Lufthansa flights from Germany on continental routes will be affected on 29 Nov and on continental and intercontinental routes on 30 Nov.

A special flight schedule has been activated - for updates, visit www.lufthansa.com.

Accor food festival

ACCORHOTELS will hold its inaugural Gourmet Food & Wine Festival in Singapore in 2017.

The event will feature Michelin Star chefs, immersive experiences, cooking classes and wine and champagne dinners.

Full details will be announced in early 2017.



Brochures

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure of which you'd like to make the industry aware, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



GlobalCARS - Europe 2017

GlobalCARS has released its Citroën and premium DS range. Information on availability, prices and collection and return locations are inside. The cars can be used for self drive holidays in France and Europe, including destinations such as Austria, Denmark, Hungary, Greece, Luxembourg, Malta, Poland, San Marino, Sicily, United Kingdom and more. Booking information and conditions are also featured.



Royal Caribbean International - Worldwide 2017/18

Itineraries sailing around Australia, Alaska, Asia, Europe, Canada, the Caribbean, New England and the South Pacific are featured in Royal Caribbean's 2017/18 worldwide brochure. Inside is information about on board experiences across dining, entertainment, accommodation choices and more, as well as deck plans, full itineraries, and shore excursion highlights at each destination. New for 2017/18 is a 'Personalise your Holiday' section providing quick and easy access to deck plans, stateroom specifications and a full guide on the fleet.



Qantas Holidays - Tasmania 2017/18

This year's new-look Qantas Holidays Tasmania brochure showcases a wide selection of accommodation, tours and exploring options. New additions are ferry transfers to the Apple Isle with Spirit of Tasmania, a range of self drive holidays that include a co-pilot kit exclusive to Qantas Holidays and a selection of tour options including World Heritage Wilderness flights and cruises, Port Arthur Historic Site ghost tour, winery tours and more.



Adventure World - South America 2017/18

A selection of new trips have made their way into Adventure World's South America brochure. Guests can taste their way through South America's wine regions in the new Wines of Argentina & Chile tour, or opt to discover Machu Picchu aboard the Hiram Bingham. A Classic Safari at Galápagos Safari Camp and an Atacama Camp Experience have also been added. Other options packed into the brochure

include trips in Guatemala, Mexico, Antarctica, Patagonia, Brazil, Ecuador, Chile, Uruguay and more.



Air Adventure Australia - Private Aircraft 2017

Air Adventure Australia has unveiled its gold-themed 2017 touring brochure offering itineraries departing from Melbourne. Ranging from one to 14 days, the tours are designed to showcase Australia's most iconic experiences and include many locations only accessible by air. Itineraries are organised into Outback Australia, Outer Islands and Special Interest, which zones in on areas such as photography, gourmet, golf, history and wagyu.

DFAT India warning

SMARTTRAVELLER is advising Aussies to maintain heightened vigilance in public places in India as information suggests terrorists may be seeking to target westerners, including Australians.

Aloft Perth appt

STEPHEN Morahan has been appointed as gm of Australia's first Aloft hotel, Aloft Perth, which is set to open in Aug.

His was previously the gm at Le Meridien Chiang Rai Resort.

QF webinar Wed

QANTAS will be hosting several live virtual classes on South America on Wed, 30 Nov.

CLICK HERE for more info or to register for one of the sessions.

AU hotel projects boom

A SURGE in Australia's hotel stock will attract a vast new audience of high-end tourists, business travellers, and conference and incentive groups, Tourism Accommodation Australia (TAA) says.

Australia's accommodation stock is set to grow by 30% between 2016 and 2021, an increase which was last seen prior to the 2000 Olympics.

"We recognised at the start of the decade that we needed to significantly revitalise and rejuvenate the tourism industry's infrastructure and upgrading hotel stock was a key priority," said Martin Ferguson, TAA chair.

"With almost double digit growth in visitor arrivals – particularly from China – we are well on the way to achieving our visitor targets, and this growth will be sustainable in the long term with such high quality new accommodation

being added across the country, complemented by major infrastructure projects such as airports, convention centres and urban redevelopment," he added.

Brisbane will see over 3,000 new rooms come online between 2016 and 2019, a level of construction the city hasn't experienced since it prepared to hold World Expo in 1988.

In 2017, WA will welcome an InterContinental, Doubletree by Hilton, and the first Aloft hotel in Australia, while \$2.3b worth of hotel projects have been approved for the Sydney city area and 10 new hotels are expected for the Greater Sydney region.

"There has never been a stronger vote of confidence in the Australian hotel industry than what we are seeing currently," Ferguson said.

Iceland for Beyond

EUROPE specialist Beyond Travel is expanding its 2017 range, introducing Iceland and activities in Scandinavia in its new Russia & Beyond brochure.

The additions include an eight-day coastal voyage, The Land of Fire & Ice, which sails from Reykjavik to Akureyri or v.v.

Airbnb to China

AIRBNB has begun discussions to buy one of its competitors in China, Xiaozhu.com, according to US media.

The *Wall Street Journal* quotes unnamed sources saying the pair are in negotiations over a purchase, which would give Airbnb a stronger foothold in the Chinese market.

The newspaper says Airbnb has a relatively small presence of its own in China with a staff of 30 and just 75,000 home listings.

IndiGo on Travelport



INDIA'S largest domestic carrier IndiGo has marked its debut on the Travelport GDS at an event for more than 300 travel industry leaders in New Delhi on Fri.

The new pact will see IndiGo fares & ancillaries on Travelport's Travel Commerce Platform in a phased roll-out to agents.

IndiGo president & whole time director Aditya Ghosh said "Travelport's technology is providing an opportunity for us to reach new travellers at home and internationally and familiarise them with our unique brand in a highly cost effective

manner without incurring the traditional costs associated with participation in the more traditional distribution platforms".

Ghosh is pictured (left) with Travelport president & chief executive officer Gordon Wilson.

Velocity bonus deal

EXISTING credit card, charge card or flybuys points transferred to Velocity by 30 Nov will earn an additional 15% points.

Participating partners include American Express, ANZ Rewards, HSBC, Suncorp Bank & more.

Quest Griffith opens

QUEST Griffith has opened its doors today, offering 68 studio, one-, two- and three-bedroom apartments & a conference room.

The \$16m development is nearby the retail centre of Banna Avenue, the Council Chambers, TAFE NSW Riverina Institute, and Griffith Base Hospital.

It also has easy access to the centres of Leeton, Narrandera, Hay, and Termora.

Finnair Astana route

FINNAIR will fly to Kazakhstan for the first time during next year's European summer.

Twice weekly flights between Helsinki and Astana will operate 20 Jun-11 Aug, coinciding with the 2017 World Expo which begins Jun 2017.

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



Variety Cruises



TERMS AND CONDITIONS



20. How many cabins does mega yacht Harmony G have?

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This leading travel management company is looking for an experienced & driven BDM to join their large market sales team. You will be responsible for acquiring new corporate business, developing relationships & implementing sales strategies to optimise client spend. Attractive salary with uncapped bonuses. Experience as a travel BDM with a proven sales track record along with strong customer service, presentation, communication and negotiation skills essential.

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BRISBANE – UP TO \$95K PKG + COMMISSION

Know how to target new business? With your winning ability to develop pipelines, deliver pitches, negotiate deals and win new business you will be well regarded within this large corporate agency. Representing a well-known brand in the market you will be proud to be part of this growing sales team, showing off your sales skills to close the deal and getting clients to sign on the dotted line. Interviewing soon – call now to find out more.

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DARWIN – UP TO \$65K - 70K PKG

Take your career to the next level and join this industry leader in Darwin. You will manage a portfolio of clients promoting the company, maintain a regular sales call cycle developing relationships, sourcing for new opportunities, managing leads & negotiating contracts. A great salary + bonus + benefits on offer. You will need travel or hospitality experience in a similar role, great presentation, communication, organisation & proven sales skills

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The search is on for Australia's most talented, inspiring Corporate Sales Manager who enjoys leading from the front. This is your opportunity to join this award winning global TMC in a role that will allow you to mentor and develop others, whilst still managing your own client portfolio. If you love the thrill of the chase and can motivate others, this is the dream role you have been waiting for. Apply today or ring for a confidential chat on 02 9231 2825.

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Rarely do these roles present themselves so if you have been thinking about moving in the New Year now is the time to update your CV. This Travel company are looking for a senior marketing manager to lead develop and implement their new marketing strategy over a 3 year period. Leading a team of 3 across traditional and digital functions. You must have Travel Marketing experience at a management level to apply. Ring for a confidential chat today 02 9231 2825.

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