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First with the news

Thursday 13th October 2016

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## Alliances key for Air NZ

AIR New Zealand's international growth is underpinned by the carrier's strong alliance partnerships, with a presentation to an investor conference today indicating inbound tourism to NZ is expected to continue to fuel the airline's domestic growth.

The document, released in conjunction with a bond issue seeking to raise NZ\$75,000, gives an overview of the outlook for the carrier which expects "increasing competitive headwinds" to continue.

On the international long-haul front Air NZ is facing new services from Chinese and Middle Eastern carriers, while competition on the Tasman and Pacific Islands routes is also expected to persist.

However, ongoing strong growth in visitation to NZ will help the airline to leverage its healthy domestic market share, with the

carrier citing its "full network offering" to 21 main centres and regions across the country.

There's also a stable outlook for NZ economic growth which is expected to drive increased domestic travel, the carrier said.

Air NZ's international performance is supported by its alliances with carriers including Virgin Australia, Singapore Airlines, Cathay Pacific, Air China and United Airlines, all of which have "skin in the game" to sell the route.

The presentation cites each partner airline's strength of sales and distribution in local markets as well as access to frequent flyer databases, with other key non revenue-share partners including ANA and Aerolineas Argentinas.

### Corporate chatter

KAREN Tsolakis writes again for *Travel Daily* today in her regular Corporate Chatter column.

The fortnightly feature also highlights recent TMC news and updates in the corporate space - see **page eight** for the column.

### Today's issue of TD

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

- One&Only Hayman Island
- AA Appointments jobs

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## Solomons update

**THE** Department of Foreign Affairs and Trade has reissued its Smartraveller advice for the Solomon Islands, advising of an outbreak of dengue fever.

The majority of cases are in Guadalcanal Province, according to the Solomon Islands' Ministry of Health and Medical Services.

The overall advice remains at the lowest 'exercise normal safety precautions' level.

## Harrington to TTF

**TONY** Harrington has been appointed as aviation policy adviser at Tourism & Transport Forum Australia.

Harrington's most recent role was with Etihad Airways in Abu Dhabi, with his career also including positions at Air NZ and Qantas as well as representing a range of carriers over many years at Asia Pacific Public Relations.

More industry appointments on **page seven** of today's **TD**.

## QF pilot push for China

**QANTAS** has started to ramp up its pilot training and recruitment, opening up applications for external candidates for the first time since 2009.

The move will help the airline meet demand for pilots as it increases its international flying and prepares for the arrival of the new QF 787-9 fleet from 2017.

In a statement issued earlier this morning QF confirmed it would need about 170 additional pilots by the end of 2019, and since applications opened last week over 500 pilots from Australia and overseas have applied.

The expanded international flying includes QF's new daily flights to Beijing (**TD** breaking news), exclusively revealed by **Travel Daily** earlier this week.

The new route will see QF actively target the Chinese inbound market, with Qantas ceo Alan Joyce saying "there are 21

million people in Beijing alone & from the start of next year they will be one Qantas flight away".

Joyce said the corporate travel market would also be another key focus for the route, "off the back of the free trade agreement with China, which is increasing the amount of freight we're carrying".

The new A330-200 route debuts 25 Jan 2017, and China Eastern will also codeshare on the flights.

The QF code will be applied to more MU services under the airlines' joint venture incl Sydney-Kunming, Sydney-Hangzhou and Brisbane-Shanghai.

Tourism Australia md John O'Sullivan told **TD** it was great to see Qantas returning to Beijing.

"It's very exciting to be working together on such a significant route launch in a market we have both prioritised as part of our recently renewed commercial partnership," O'Sullivan said.

## Virgin to appoint new Chinese directors

**VIRGIN** Australia has proposed the election of new "shareholder representative directors" nominated by HNA and Nanshan Group, with the details included in the notice of meeting for the upcoming VAH agm which is scheduled for Wed 16 Nov at Brisbane's Emporium Hotel.

HNA Innovation Ventures (Hong Kong) Co Ltd, which holds 20% of Virgin Australia, has nominated Nang Qi, who is currently Chief Innovation Officer at HNA Aviation Group Co. Ltd.

Nanshan Group, which also has a 20% Virgin Australia stake, has nominated Dr Chien-tsung Lu, who is currently the vice-chairman of Qingdao Airlines.

The formal Notice of Meeting includes resolutions to elect the new directors, whose appointments will become effective upon these resolutions being passed at the agm.



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## Express prefers Wendy Wu

**THE** Express Travel Group has signed a new partnership agreement with Wendy Wu Tours, making WWT a preferred supplier for Asia to ETG members across Australia.

Wendy Wu Tours gm Andrew Mulholland said both companies were looking to ensure they grow market share to the core destinations of China, Indochina, India and Japan.

"We look forward to working

with this rapidly growing group of retail professionals.

"I am very impressed with their model, quality of agents and aggressive stance towards owning Asia as a core market," he said.

Express Travel Group executive gm Ari Magoutis said "while our network continues to grow, we want to ensure we are partnering with market leaders and the feedback we have received from our members about Wendy Wu Tours is of the highest standard.

"It is this member feedback that drives our supplier relationships and ultimately creates successful partnerships," Magoutis added.

The announcement comes in the lead-up to ETG's upcoming conference, to be attended by italktravel and Independent Travel Group members.

**Travel Daily** will also be reporting on location from the ETG conference which takes place in San Francisco from 10-13 Nov.

## New representative for Mexico City

**HILL + Knowlton Strategies** has announced a "strategic alliance" with the CDMX Tourism Promotion Fund in order to promote the visitation of more Australian tourists to Mexico City.

The agreement is part of a "wider global alignment" between the organisations, which also covers the Mexico and Thailand markets.

The Australian efforts will be led by account manager Helen Reiher, who said "while the distance seems vast, in Australia we share many of Mexico's tastes and preferences".

## QF to apply Bali levy

**QANTAS** has confirmed it will implement a surcharge on selected flights between Australia and Bali, after a review of the Economy cabin tariff to Denpasar.

The additional cost will apply to selected flights over the upcoming holiday peak travel season in Dec 2016 and Jan 2017.

The \$200 Q surcharge will be imposed on QF43/44 on the Flex (Y/B/H class) fare family.

The changes are effective for tickets issued on or after 15 Oct.

To ticket under the current international fare structure bookings must be ticketed on or before 14 Oct 16, with unticketed bookings on 15 Oct reassessed under the new structure.

## NZ border changes

**SEVERAL** cruise lines visiting New Zealand will participate in a new biosecurity trial, which is hoped to lead to a review of the country's recently introduced border clearance levy.

Operators may be able to become accredited by showing they have appropriate systems to mitigate biosecurity risks - more in today's **Cruise Weekly**.



## Window Seat

**THERE** are plenty of plane spotters and aviation fanatics - but we suspect even they may struggle to get interested in "a short history of airport moving walkways" - an article published last month by *USA Today*.

Apparently the technology was first introduced by the Otis Elevator Company, which patented the Trav-O-Lator machine in 1955 with a promotional blurb saying "the man whose ancestors trekked West beside a covered wagon doesn't want to haul his luggage from an airport terminal to an airliner 300 feet away".

Dallas Love Field Terminal, which opened in Jan 1958, was the first airport to introduce a moving walkway, while American Airlines installed new 'Astroways' at LAX Terminal 4 in 1960 - with TV superstar Lucille Ball invited to the dedication.

There's lots more minutiae in the story - if you really care check it out at [usatoday.com](http://usatoday.com).

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## CATO website upgrade



**A NEW** Council of Australian Tour Operators (CATO) website is on its way (*TD* yest), with group chairman Dennis Bunnik giving *Travel Daily* a sneak peek of the fresh new look.

The portal forms part of CATO's key initiatives, giving travel agents a reference to source

product from members of the organisation.

**Pictured** above with the brand new home page are (from left): Dennis Bunnik, chairman, Council of Australian Tour Operators; Martin Edwards, managing director, Bench Africa and Peter Baily, general manager, CATO.



## Prime Hotels sale

**PRIME** Hotels has listed two of its properties in two states for sale via an international expressions of interest campaign.

The 69-key Reef House Palm Cove MGallery by Sofitel in QLD and the 99-room Rydges South Park Adelaide, South Australia are to be sold either separately or in one line.

The listings are managed by CBRE national directors Wayne Bunz and Rob Cross, and follows similar high-profile transactions conducted in the last three months such as the Rydges Esplanade, Rydges Tradewinds and the Novotel Cairns sales.

## CIA deferred to ROM

**ROME'S** Ciampino Airport will close for 15 days from tomorrow for runway repairs.

A courtesy shuttle bus will run between Ciampino and Rome Fiumicino during the closure period, from 8:30-10:30pm.

## TIME silent auction

**A RANGE** of air tickets, accommodation, car hire, rail tickets & experiences have been donated by suppliers for the 2016 TIME (Travel Industry Mentor Experience) Silent Auction.

Open for bidding from this Fri and running until Fri 28 Oct, the silent auction supports the work of TIME - for more details, go to [travelindustrymentor.com.au](http://travelindustrymentor.com.au) or **CLICK HERE** to go to the auction.

## A380 production cuts

**AIRBUS** head of program Alain Flourens has confirmed the French planemaker will slow the assembly rate of its A380 jets to just one per month from 2018.

Flourens said the decision to decrease production of the superjumbos was made to help "smooth our deliveries pending new orders".

Group ceo Fabrice Bregier admitted that the market for A380 buyers is "very thin".

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## Myanmar concerns

**VIOLENCE** in Myanmar's Rakhine State this week has prompted an updated travel advisory from DFAT.

Australians are advised to reconsider travel to Rakhine State and exercise a high degree of caution in Myanmar generally, though the overall level of the advice has not changed.

## CHC gets a pod hotel

**NEW** Zealand's first pod hotel will open at Christchurch Airport on 01 Nov, helping to ease a shortage of budget accommodation in the city.

The new Jucy Snooze will be part of the airport's new retail and commercial expansion, offering Japanese-style pods as well as queen rooms, twins and family rooms.

Pods will also be offered at a new Jucy Snooze hotel scheduled to open in central Queenstown in Jul 2017.

## UK-China flight boost

**THE** UK and Chinese governments have paved the way to more than double the number of flights between the two countries after an agreement signed this week in London.

The deal allows passenger flights to increase from the current max of 40 per week for each nation to as many as 100.

Destination restrictions have also been lifted from the current six per country, allowing flights between any two ports in the United Kingdom and China.

## Tourico Asia hotels

**TOURICO** Holidays has increased its hotel inventory in Asia by 20% this year as it puts a focus on the region.

The wholesaler has more than doubled its Asian hotel inventory over the past five years to more than 5,000 properties and plans new regional offices including one in Sydney by early 2017.



Journey by rail to the top of the world. Check it out in the October issue of *travelBulletin*.

**CLICK HERE** to read **travelBulletin**

## MAH scores with Liverpool FC



**MALAYSIA** Airlines has struck a sponsorship deal with Liverpool Football Club to become its official global airline partner, giving it benefits including billboards at home games, merchandising rights and access to players as airline ambassadors.

MH ceo Peter Bellew said Liverpool FC was one of the

world's most followed clubs, with about 100m fans in SE Asia and 40m in China, both key markets.

**Pictured** at a signing celebration are Liverpool legend Gary McAllister (third from left), Peter Bellew (centre) and Liverpool Commercial Director Olly Dale with crew and children from First 11 Malaysia FC.

## EARLY BIRD SALE

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## EK/GNTO celebrate Beethoven



**EMIRATES** and the German National Tourist Office last night hosted key travel industry partners to a performance of renowned German composer Ludwig van Beethoven, performed by the Emirates Sydney Symphony Orchestra. Guests were well prepared for the performance with GNTO director Australia Stephanie Eberhard sharing her wealth of knowledge on Beethoven's life & various cities he spent his time in. Emirates regional manager NSW/ACT Tim Harrowell said: "Germany is a key focus market

for Emirates with ten flights a day between Dubai and our four German gateways - Frankfurt, Munich, Dusseldorf & Hamburg. Seven of the 10 daily flights are now operated by the "unrivalled Emirates A380," Harrowell added. **Pictured** above at the Sydney Opera House from left are Tim Harrowell, Emirates; Lothar Freischlager, German Consul General and Stephanie Erberhard, German National Tourist Office.

## Tahitian bargains

**AIR** Tahiti Nui is offering reduced fares between Australia and Papeete for travel between now and 30 Jun, priced from \$1,189 in Economy class. Flights are on sale until 29 Oct, with week-long accommodation packages on Moorea and Bora Bora also available.

## New Crystal options

**CRYSTAL** River Cruises has revealed the itineraries planned for its new ships, *Crystal Debussy* and *Crystal Ravel* which will make their debut in Europe on 09 Apr and 10 May 2018, respectively. Most sailings feature at least two overnight stays to some of the region's oldest and most fascinating riverside villages. The Rhine Class *Debussy* and *Ravel* will join *Crystal Mozart*, *Crystal Bach* and *Crystal Mahler* on the waterways of Germany, Austria, Hungary and Slovakia. *Crystal Debussy* will sail the Rhine and Moselle rivers, with options including seven-day Legendary Rhine voyages from Basel to Amsterdam and Tulips & Windmills departures, operating round-trip from Amsterdam. There's also a 10-day Splendours of the Rhine cruise on *Debussy* from Amsterdam to Basel. *Crystal Ravel* will ply the waters of the Rhine, Moselle, Main and Danube, including north and southbound seven-day Danube Serenade voyages between Vienna and Budapest. *Ravel* will also be utilised on a 14-day Majestic Europe itinerary between Basel and Vienna. Each of the 135m river yacht will feature all-suite luxury accom with private balconies and a swimming pool with a glass roof. *Bach* and *Mahler* will commence operation in summer 2017.

## Cheap fares decrease

THE 'Best Discount' domestic airfares in Australia have returned to normal levels in Oct following a massive 20% spike last month. According to the govt's latest Domestic Air Fare Index (which based Jul 2003 as 100) released today, the cheapest fares now sit at a level of 62.5, comparable to 62.1 in Oct last year. The level is a big dip from Sep 2016 when the index was 74.1. Business & Restricted Economy index levels were flat compared to last month.

## Sarojin cycle tours

**GUESTS** of The Sarojin in Khao Lak, Thailand can now explore the region on two wheels on two new bicycle adventures through Koh Koh Khao and the historical capital of Takaphua. Prices for private cycle tours are approx AU\$70 - [sarojin.com](http://sarojin.com).

## Love awaits in Beautiful Samoa



Samoa's natural settings make a magical backdrop for your romantic getaway. From a secluded beach to a cascading waterfall or even a lush tropical rainforest or garden. You can celebrate your special day on a private island or experience a traditional style wedding in a century old church, serenaded by a soulful Samoan choir as you slowly make your way down that petal strewn aisle. Love awaits in beautiful Samoa. Book now at [www.samoa.travel](http://www.samoa.travel)



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## PHG Maldives entry

**PARK** Hotel Group (PHG) and Chio Eng Seng Corporation have entered into a joint venture agreement to invest in a resort project in the Maldives.

Grand Park Kodhipparu, Maldives is located on the North Malé Atoll, a 15 minute speedboat ride from the Malé International Airport.

The 120-villa resort is set to open in the second quarter of next year.

## US air ticket sales dip

**US TRAVEL** agency air ticket sales dropped nearly 2.6% in Sep to \$7.1 billion against the same month last year, according to Airlines Reporting Corp.

The report also revealed that the consolidated dollar value of airline tickets sold by US-based agencies decreased nearly 4% this year as compared to 2015, totalling \$67 billion verses last year's \$70 billion.

Despite this, ticket transactions were up 4.9% to 13.8 million in 2016 when compared with 2015.

**CLICK HERE** to read the full copy of the report.

## CZ finalise 787 deal

**CHINA** Southern has secured a deal with Boeing for 12 additional 787-9 Dreamliner aircraft, valued at US\$3.2 billion at list prices.

CEO Tan Wangeng said the new order will complement CZ's existing fleet of 10 787-8s and "will further increase our capacity and services for long-haul routes".

## Hilton Chicago

**THE** dual-branded Hampton Inn by Hilton and Homewood Suites by Hilton Chicago Downtown West Loop have opened bringing 336 new rooms to Chicago.

The dual-brand concept allows "enhanced communal areas" with guests at each property having access to the fitness centre, indoor pool and garden terrace.

## CX Sevens deals

**HONG** Kong Rugby Sevens packages are now on sale with Cathay Pacific.

As the official airline and co-title sponsor they are offering rugby fans from around the world two special package options: flights plus a three-day Hong Kong Rugby Sevens ticket or another package which also includes hotel accommodation.

Packages flying Economy class lead in at \$1,605 and \$2,632 for Premium Economy.

**CLICK HERE** for more details.



## Industry Appointments

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

**Daniela Otero** is the new CEO of **Skal International**. Otero joins the company from her role as Marketing and Revenue Manager for Royal Caribbean Cruises. She will start the new job at World Congress in Monaco on 27 Oct.

**The South Pacific Tourism Organisation** has appointed **Elizabeth Ragimana** as its new Manager of Research and Statistics. She has a strong background in economics and research.

Several new appointments have been announced by **Asia Pacific Travel Marketing Services**. The company has recruited **Jacey Fleming** as General Manager, **Saskia Van Dongen** to a Victoria-based Business Development role focused on strengthening ties in Victoria, South Australia and Tasmania while, **Graham Muldoon** has joined in Sydney as a Business Development Manager. Internally, **Daniele Zanetti** has been promoted to the position of International Sales Manager.

US travel research authority **Phocuswright**, part of North Star Travel Media, will welcome **Simon Lehmann** as the company's new President on 01 Nov. He joins the company from his most recent role as CEO of Biketec AG and Interhome AG.

Expedia's corporate division, **Egencia** is forming two new global organisations. The first is made up of Egencia sales account management teams and will be headed up by **Christophe Peymirat** in the newly created role of Chief Commercial Officer Egencia Worldwide. The other will have a focus on Egencia's business operations and supplier relationships and will be lead by **Mark Hollyhead** in his new role as Chief Operating Officer, Egencia Worldwide.

**Scoot's** General Manager Australia **Dennis Basham** has announced he has resigned from the position. He officially finishes up on 11 Nov. Scoot is still recruiting for a replacement.

**Tourism Accommodation Australia** welcomes two new faces to its Victoria Branch: **Greg Moore** will join as chairman of the board and **George Varughese** as vice-chairman.

**Bert Hernandez** will be joining **Azamara Club Cruises** as its new Chief Operating Officer from 31 Oct. His previous experience includes Vice President roles at Royal Caribbean Cruises and Celebrity Cruises.

**Tammy Marshall** has left her role as Chief Operating Officer for TFE Hotels just over twelve months after joining the company from her former position as Senior Vice President Commercial for Carnival Australia. Marshall, who also spent many years with The Travel Corporation as head of Contiki Holidays and AAT Kings, has now established a business consultancy called 'The B Hive'.

Former Wotif Group CEO **Scott Blume** has taken a new position as Managing Director of **Timezone Group**. Blume, whose career has also included senior roles with Travelocity, Zuji and FCM Travel Solutions, left Wotif in Jan 2015 following the company's acquisition by Expedia.

**Evan Petrelis** has been promoted to become Director and General Manager at **Renaissance Tours**. Petrelis, who has a background in public relations with Sefiani Communications, was previously the company's Product Development and Marketing Consultant.

**CLIA Australasia** has appointed **Vera Huntink** as Digital Marketing Consultant. Huntink has held various roles in the travel industry including with the Travel Corporation and also as a former country manager for Abu Dhabi Tourism and PNG Tourism.

**Helen Reiher** has been appointed to lead promotional activities for Mexico City in the Australian market, under a strategic alliance with **Hill+Knowlton Strategies**.

**Arno Nicolussi Moretto** has been appointed as Cluster General Manager of Shanghai's new **Primus Hotel** and **QUBE Hotel** which are due to open early next year. The properties are adjacent to the new Shanghai Convention and Exhibition Centre.

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# Corporate Chatter

With Karen Tsolakis

DEAR readers,

Last time we explored the mighty efforts of our TMC colleagues in trying to Win or Retain their accounts.

Whether it's a new or an existing customer, all bets are off when it's RFT time. And if it is a large or strategic customer, the greater the pressure.

Today let's look closer at what a win or loss means.

There is no greater joy for a supplier whose sales team has laboured for months, sometimes a year, than to get that call from procurement "Congratulations, you have won our business!"

It really is the greatest rush for everyone involved in the process.

Instantly, the pain and anxiety of the long weeks and months waiting, especially when procurement goes silent, is gone.

The relief, emotion and sometimes shock felt by the lead sales person however is acute and can only be understood by others in sales.

The really good sales people, the effective hunters, put their lives on hold and fight like warriors to win. Losing is not an option, and every waking moment they are tortured with, 'what else do I need to do?' 'who can help me?', 'who knows something I don't?', 'should I...?'

It is not for the fainthearted. It is a battle for reputation & money & is fought (almost) to the death.

**To those in the industry who aspire to get into sales, you need to have a certain DNA to become a great sales person.**

For a start, your interpersonal & relationship skills have to be of the highest calibre. Add perseverance, commercial acumen, resourcefulness and confidence.

Product knowledge and operational processes can be learned. Even tedious 'salesforce' can be tolerated.

What is harder to learn & master however is an almost instinctive approach to your target. If you are not obsessed with wanting to win the confidence & trust of the key people in that organisation, to understand what are the real agendas at play, and to make it your business to penetrate that organisation and take a close, objective look at all the players & who else externally they are connected to, then you are

**‘It is not for the fainthearted. It is a battle for reputation and money, and is fought (almost) to the death...’**

destined for mediocrity.

Next, your work life will be about building the right strategy to convince them they will be better off with your organisation and people, getting internal buy-in, pulling a team together to build that dream solution and perfecting the pitch at RFT time.

It's about long hours, writing & re-writing the same things, in a different way, to answer the same questions written differently. It's about negotiating with pricing, frustration with product teams that may not share

your urgency. It's about handling stress, exhaustion, hunger for any piece of information or a clue as to WHAT IS HAPPENING as it has been months & you feel sick because there is no news and they are probably talking to someone else??!

To many procurement managers, little differentiates the top tier TMCs from one another. That is a fact. Take a close look at your competitors, especially the incumbent ... What is their Achilles heel? Find that, if it is cancerous enough and you can solve it, you have a chance.

Finally, is there a REAL desire to change suppliers? If you really believe there isn't, call it out so resources are not wasted.

From my experience, RFT's are sometimes not what they seem. The much touted scorecard can be diligently completed by procurement, but it can also be ignored by those above.

The RFT process is also the perfect tool to implement an agenda already decided on but needing that 'probity' stamp.

This is especially hard when it's your own business, like many of the boutique TMCs that provide fantastic service and have long-term loyal customers.

These are some of the insights that make sales so exhilarating & terrifying at the same time ....that after so much hard work, it is either a Yes or a No, and you can be blindsided at any stage.

Everyone is in that race to win. And the YES, it is what we all aspire to and is so addictive!

There are currently many outstanding and undecided RFPs and RFTs in market.

Good luck everyone.

*Karen Tsolakis is a director at Butler Caroye, joining the consultancy firm in April 2016. Previous senior roles include Head of Corporate Sales APAC at American Express Global Business Travel, Head of Industry and Corporate Sales at Qantas, Head of Corporate Services at Standard Chartered Bank in Singapore and Regional Director of Sales at FCM. Butler Caroye Asia Pacific was established in 1998 and is the region's foremost independent corporate travel consultancy.*

## Opinions divided on disruptors

A NEW study released by AirPlus International has shown a disparity between travel managers and corporate travellers when it comes to accessing the sharing economy.

The third section of AirPlus' International Travel Management Study (ITMS) for 2016 found road warriors are attracted to the opportunities offered by

disruptive suppliers such as AirBnB and Uber, travel managers tend to have concerns regarding the duty of care and also don't wish to undermine existing supplier relationships.

AirPlus country manager David Newington said the findings show innovation in the travel industry is outpacing corporate travel programs - see [airplus.com](http://airplus.com).

## BCD M&E appoints

BCD Meetings & Events has announced the appointment of Marie Coupteau Lepestre as director of operations in France.

The move follows the TMC's acquisition of BSI France last year.

Lepestre said "for the past few years BCD M&E has had a very good ranking for group ticketing and meetings and I would like to strengthen our events offering".

Thursday 13th Oct 2016



## Wins

**TRAVEL Daily** will bring you key account moves and TMC wins. Below are recent winners (in no particular order).

### Bain



Won by CWT

### Herbert Smith Freehills



Won by CTM

## Amex, Concur split

**AMERICAN** Express Global Business Travel ended its reseller agreement with Concur, with the pact not renewed upon its expiry at the end of last month.

Concur said there would be no impact for Amex GBT clients that have a direct relationship with Concur, and all existing contracts would be honoured.

"GBT and Concur will continue to fully support our joint clients," Concur said in a statement.

Amex GBT said it had been "negotiating in good faith towards a renewal, but was unable to reach an agreement with Concur at this time.

"Concur will continue to be a valued GBT partner...we are committed to providing our clients with choices when it comes to an OBT provider, including Concur, to offer a competitive user experience and the best options to address their individual needs".

## Payments shifting

**THE** European travel industry is increasingly adopting alternative payment methods, according to new research carried out by Phocuswright which was co-sponsored by eNett International.

The study revealed that for larger TMCs, Virtual Account Numbers (VANs) have already overtaken traditional payments.

eNett md Anthony Hynes said he was confident that "over the coming years we will see a landscape dominated by innovative payment methods... providing a frictionless experience for agencies and suppliers alike".





This month, *Travel Daily* and Vanuatu Tourism Office, Air Vanuatu and Tamanu on the Beach are giving readers the chance to win a trip to Vanuatu including:

- Five (5) nights run of house accommodation at the newly reopened Tamanu on the Beach including daily a-la-carte breakfast
- Return transfers courtesy of Tamanu on the Beach
- Two complimentary return economy class tickets on Air Vanuatu from Sydney or Brisbane to Port Vila.



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

8. How many room types will Tamanu on the Beach have?

[Terms and conditions](#)

## Contiki savings

**CONTIKI** is offering savings of up to \$1,500 on select European itineraries when combining land and air in one transaction.

The deal is valid until 16 Dec, with an early payment discount also available when flights are booked with partner airlines including Qatar Airways, Etihad Airways and Cathay Pacific.

Book select trips worth \$4,000, \$3,000 and \$2,000 and receive \$700, \$500 and \$300 respectively off airfares.

## 'Yuck' airline foods

**FOUR** out of ten passengers travelling on domestic or international services say they are still hungry after tucking into a meal on the plane, according to a study conducted by consumer watch group CHOICE.

Just over half of respondents rated the taste of standard meals as "okay", 22% as "yum", 6% as "super yum", whilst 15% gave their inflight food offerings a "yuck" or "super yuck" rating.

Read the full CHOICE study by [CLICKING HERE](#).

## Icelandair up USA

**ICELANDAIR** has boosted capacity between Reykjavik to North America for 2017.

Increased services include double daily flights from Washington-Dulles, a daily from Chicago and Edmonton, nine flights a week from Denver and five a week from Portland.

## Tigerair discounts

**IN CELEBRATION** of Dreamworld's relaunch of its Tiger Island attraction, Tigerair Australia has launched its 'Tigers in Town' sale with fares between Sydney and Gold Coast starting from just \$45.

The travel period is between 31 Jan and 30 Mar 2017.

The deal ends midday 14 Oct.

## EK birdcage marquee

**EMIRATES** is set to debut an Australian-themed birdcage marquee at this year's Melbourne Cup Carnival.

Marquee guests will be pampered in the salon and be treated to a sit-down meal.

Thursday 13th Oct 2016

**Travel Daily**  
First with the news



**ANDBEYOND** is now offering travellers the chance to capture pictures of landscapes and wildlife whilst exploring the Phinda and Ngala Private Game Reserves by utilising its all-new fully-equipped photographic safari vehicle (pictured above).

Catering to both the beginner photographer and the seasoned professional, several camera mounts have been fitted onto the vehicle and are operable by a



maximum of four guests.

Budding photographers and guests will be guided by an andBeyond safari guide, who will provide specialist advice on shutter speeds, lenses, filters, angles, lighting and more.

The vehicle is also fitted with charging points to ensure camera batteries don't run flat.

[CLICK HERE](#) to learn more.



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MUST have minimum 3 years recent corporate experience.

Please send your resume and expression of interest to [career@spencertravel.com.au](mailto:career@spencertravel.com.au)

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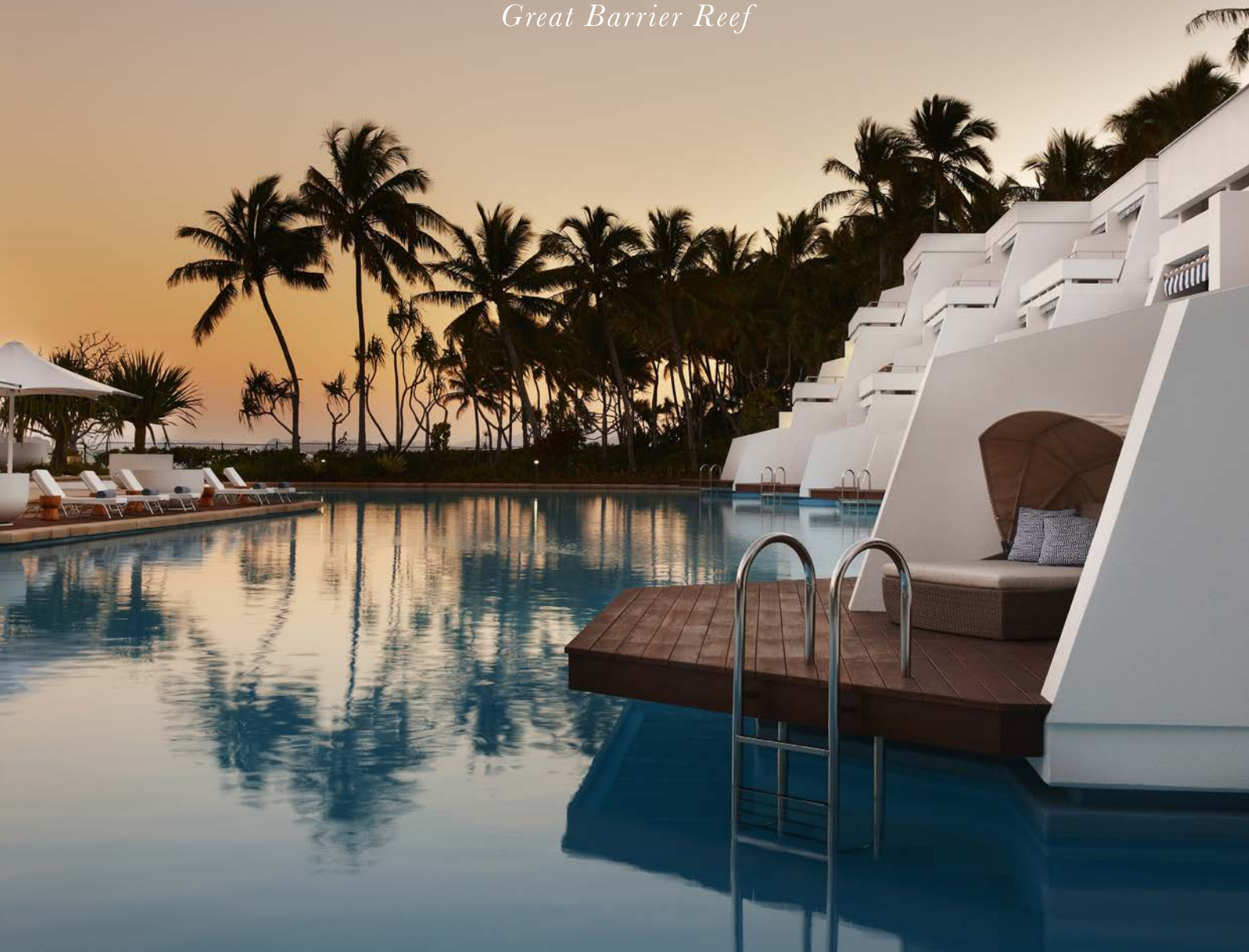
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#### **JOIN AN INDUSTRY LEADER**

##### **OPERATIONS & DELIVERY MANAGER**

**YULARA – SALARY TO \$90K (DOE) + SUPER**

This leading tourism company is looking for an Operations & Delivery Manager to join their team in Yulara. You will be managing the day to day operations of the two depots, the smooth running of tours, working closely with tour leaders/drivers, managing a large team & all other ops requirements. Amazing career progression & benefits. Strong understanding of the industry, leadership, operations & communication skills required.

#### **WANT TO TRY SOMETHING NEW?**

##### **REGIONAL MANAGER**

**QLD, VIC, NSW & WA – PKG TO \$82K (DOE) + COMM + CAR**

Our client is looking for an account/business development manager with group adventures experience to join their expanding team. You will be responsible for managing a portfolio, building strong relationships & delivering presentations to increase & bring on new business. Strong base salary + car allowance & uncapped commissions. Previous experience in a similar role required along with strong presentation, organisation & communication skills.

#### **TRAVEL TECHNOLOGY PROVIDER**

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**MELBOURNE - SALARY PACKAGE TO \$200K + 20% KPI**

Leading technology provider in Melbourne is seeking a highly experienced Product Manager to head up the department. You will be accountable for the development of new products in order to meet market needs, whilst managing existing products and their enhancements. Seeing dramatic growth in the market place, this is an amazing opportunity to join a well-recognised company that will offer an unbeatable salary package.

#### **LUXURY WHOLESALE BRAND**

##### **MARKETING MANAGER**

**MELBOURNE – TOP SALARY PKG TO \$90K**

Are you a talented marketing manager looking for a fresh new role? You will be responsible for managing the end to end of marketing campaigns across various channels from strategy to implementation & results, working on strategy & branding, producing marketing plans & collateral. Previous experience in a similar role essential along with high level communication, organisation & presentation skills. Top salary and benefits on offer dependent on experience.

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Global organisation is growing at a rate of knots and as such, require a Learning & Development Coordinator to be based out of their Melbourne office. This newly created role will have you responsible for the training & development of new recruits & developing training programs to upskill current consultants. You will also determine strategies to increase productivity & sales. Certificate 4 in Training & Assessment required & Mandarin or Japanese language skills.

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**SYDNEY – SALARY TO \$110 + BONUS**

This successful tourism organisation have a unique, newly created role available within their senior management team. You will need to have exposure and success in both areas of operations and sales, so leading a high volume contact centre, coaching mentoring driving sales. You will also have worked across sales and have a strong commercial focus. This role offers growth and opportunity for the right candidate, ring for a confidential chat today

#### **RARE FINANCE ROLES INTERVIEWING NOW**

##### **FINANCE MANAGER X 2**

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Currently in a Finance role but need a fresh start? This interesting supplier to the travel industry have two vacancies within their Finance area, one will have strong Calypso and one will need to have Xero experience. You will be joining a company that is seeing extreme growth, and will continue to grow. Great team based in the CBD with a strong remuneration package to find out more contact AA on (02) 9231 2825 or send your resume today.

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This successful well established wholesaler have a very rare vacancy in their city based team leading up to 10 staff. We are looking for a strong but personable leader who can bring their strong coaching and mentoring skills to a group of experienced staff. If you have a proven record of increasing sales through strong coaching methods we want to hear from you so please send your CV today. Interviews are underway.

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