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Thursday 29th September 2016

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AFTA PMC increase fury

THE Federal Govt's decision to jack up the Passenger Movement Charge (PMC) by \$5 to \$60 (TD Tue) has been chastised by AFTA chief Jayson Westbury, who today labelled the insinuation that the industry does not already pay a fair share of tax and contributions to the budget as "insulting".

Earlier this week, Treasurer Scott Morrison's justification for the PMC price hike was due to the tourism industry needing to "wash its face" by providing further contributions to the budget to fund elements such as e-gates, a counter terrorism unit and improved passenger facilitation, AFTA said.

At its current level, the \$55 per person PMC reaps the Govt more than \$2.5b and will contribute an extra \$3b over the forward estimates "to more than cover these policies", AFTA argues.

Westbury said the \$1 billion raised by the travel and tourism sector so far has "well and truly" paid for various upgrades.

"The industry believes that we are not only "washing the face", but we are washing the entire

body and leaving the bathroom sanitised along the way," Westbury fumed.

"The travel & tourism industry has been over supplying revenue to the budget by being successful, increasing the movements of pax both inbound and outbound thereby providing via the PMC significant money to the budget."

Westbury rallied support from Labor, the Greens & cross benches to block the planned Passenger Movement Charge hike, which requires approval by Parliament.

Further, he called on Aussies planning an overseas holiday next year to object to their local member about the increase.

"Enough is enough and while \$5 may not seem like a lot of money, it becomes a lot when you consider that the fee would increase to \$60pp, meaning a family of 4 will pay \$240 in tax for the privilege to leave Australia on their holiday," he remarked.

Today's issue of TD

Travel Daily today has seven pages of news, plus a full page from AA Appointments.

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SQ SIN/CGK/SYD route

SINGAPORE Airlines will launch a second new route to Australia in the second half of 2016, with the carrier revealing yesterday it will begin a new Singapore-Jakarta-Sydney route from 23 Nov.

Subject to regulatory approval, SQ will offer thrice-weekly flights using Boeing 777-200ER aircraft on the route, beefing up its weekly tally to SYD from 31 to 34.

SQ regional vice president Tan Tiow Kor cited increased demand from customers for the routes inception, adding it is "another example of our longstanding commitment to Australia and the South West Pacific region".

Ex Sydney, flight SQ262 will operate on Tue, Thu and Sat at 1100, landing at CKG at 1435 and then pushing back at 1535, touching down at SIN at 1610.

Launch return Economy class fares are on sale priced from \$742 or \$2,962 in Business.

Last week, SQ commenced its new four times weekly 'Capital Express' service from Singapore to Wellington, via Canberra.

Hyatt Reg for Croatia

HYATT Hotels Corporation will enter the Croatian market for the first time, with its top-tier Hyatt Regency brand to open in the coastal city of Zadar in 2019.

Located at the city's landmark Maraska building right on the waterfront, Hyatt Regency Zadar Maraska will feature 130 rooms, events space, spa and more.

BA/QR joint business tie

BRITISH Airways has formed a joint business agreement with Qatar Airways, set to provide a greater choice of flights and an enhanced frequent flyer benefits for customers.

Taking effect 30 Oct, the bolstered alliance - which includes revenue sharing and cooperation on scheduling and pricing - will enable BA and QR to offer better options to more than 70 destinations.

The joint business will see the carriers codeshare on all non-stop flights operated between the UK & Doha, and onward connections between the UK and continental

Europe, Asia, Middle East & Africa.

Chief executive of International Airlines Group (the parent firm of British Airways), Willie Walsh said overnight the expanded alliance "will allow us to provide easier journeys with better aligned schedules, more frequencies and improved flight transfers".

The partnership builds on IAG Cargo's commercial agreement with QR signed two years earlier.

Qatar Airways Group boss Akbar Al Baker said the arrangement unites "two world-class airlines" and will provide flyers with a wider range of fares and improved member benefits.

Under the joint venture, QR/BA will offer seven daily non-stop flights between Doha & London, at the same time strengthening the oneworld alliance - of which they are both members - "to compete more effectively" and "creating greater competition and increased options for consumers".

The heightened pact comes after QR raised its stake in IAG to 20.01% recently (**TD** 02 Aug).

Luxembourg youth work/holiday pact

AUSTRALIA has penned a new work and holiday reciprocal arrangement with Luxembourg for people aged 18-30 years.

Minister for Immigration and Border Protection Alex Hawke said the deal would encourage young people from Luxembourg to add Australia as another holiday destination when going abroad to travel, work and study.

Through the pact, youth will be able to travel to each other's country for one year and undertake short-term work and study under the Work & Holiday subclass 462 visa.

The arrangement will be capped at 100 places annually.

Park Regis Sanpra

STAYWELL Hospitality Group will elevate its presence in India, signing the first Park Regis hotel for Southern India.

Park Regis Sanpra Beach in Visakhapatnam will be StayWell's third location in India when it opens in Q3 of 2017.

The hotel will feature 72-rooms.

Six new AC/RV routes

AIR Canada has announced a massive international network boost, adding six new non-stop routes over the northern summer.

New services will be added from Toronto to Mumbai and Berlin, from Montreal to Algiers and Marseilles and from Vancouver to Taipei and Nagoya.

AC's YYZ/BOM and YVR/MRS routes will fly on a year-round basis, operated by Boeing 787-9 Dreamliner aircraft.

The Taipei service will begin on 08 Jun with daily frequencies and the Mumbai point-to-point will operate thrice weekly from 01 Jul.

The other seasonal thrice or four times weekly services will be flown by offshoot, Air Canada Rouge, using Boeing 767-300ERs, all commencing in Jun.

Once launched, AC's network of destinations to Asia (including the Middle East) and to Europe will swell to 21 and 44 respectively.

Qantas email scam

GMAIL accounts are among those being targeted in a scam from "Green Media" in the Philippines, pertaining to an opportunity to "Win tickets worth \$1,000" with Qantas.

"Qantas has just launched new routes and wants to celebrate this with you and other selected people," the email says, directing consumers to 'click here' to request participation in the offer.

A spokesperson from QF told **TD** the email is "definitely a scam".

Croatia

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* Conditions Apply. Taxes approx. \$203* - \$210* pp.

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Urban promotes Velocity Live



VIRGIN Australia's new Velocity Live online ticketing hub (**TD** breaking news) will offer a curated selection of event offers and live experiences, with the move part of Velocity's strategy to broaden its appeal and provide benefits above and beyond traditional loyalty schemes.

At the launch this morning Velocity ceo Karl Schuster told **TD** the partnership with TEG Live, the owner of Ticketek, would give

members access to some of the world's best events.

Allocations are now available for Velocity members to earn points on the purchase of tickets to events such as Kinky Boots, Paw Patrol Live! and Elmo's Super Fun Hero Show - as well as for Keith Urban's upcoming ripCORD World Tour Australia 2016 in Dec.

Urban and Schuster are **pictured** above at this morning's launch with the Virgin Australia team.

UTracks 2017 brox

UTRACKS has released its new Active Europe concept brochure which focuses on "top sellers and passion points".

New additions for next year include premium boat options on many of UTracks popular bike and barge trips, an inaugural hike for experienced walkers along Switzerland's Tour de Monte Rosa and a trip to the men's-only monastic republic of Mount Athos in Greece - view the guide [HERE](#).

TUI strong results

EUROPEAN tourism giant TUI has confirmed it is confident in delivering up to 13% growth in underlying EBITDA as it approaches its 2015/16 year end.

During the year the company has launched two new cruise ships and opened five new hotels.

Summer 2016 is finishing with 97% sold-to-date and revenue and bookings up 5% while Winter 2016/17 bookings are up by 22%.



Window Seat

AUSTRALIAN music legend Keith Urban isn't in Australia just to launch Virgin Australia's new Velocity Live program (see main story this page).

He'll also be appearing this Sun as part of the entertainment at the highly anticipated NRL Grand Final in Sydney.

Asked who he'd be backing in the match, Urban first quipped that of course it would be his band - but then admitted he likes the underdogs so was hoping the Cronulla Sharks will come out on top against the Melbourne Storm.

Virgin Australia spokesperson Emma King was quick to chime in, saying she also hoped Cronulla wins because "we're always in favour of the challenger brands".



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helloworld Miranda: Go Sharks!



HELLOWORLD Miranda staff are donning their true blue colours in support of their local NRL team, the Cronulla Sharks ahead of its Grand Final clash with Melbourne Storm on Sun.

Pictured (from left) are: Kris O'Brien, Sharon Nelson, Ann Thorburn-Rann, Gada Selim and Kylie Cameron.

Hampton Inn Oahu

HAMPTON Inn & Suites by Hilton Oahu Kapolei has officially welcomed its first guests.

The 175-room, six-storey hotel is situated within the Ka Makana Ali'i shopping centre.

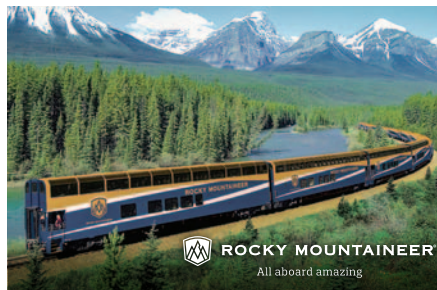
G Adventures brox

G ADVENTURES has partnered with the Jane Goodall Institute to present an all-new program of 20 wildlife journeys.

Dubbed the Jane Goodall Collection by G Adventures, the itineraries have all received the seal of approval from renowned primatologist Dr Jane Goodall.

Highlights of the brochure include the 14-day Highlights of Madagascar journey; the nine-day Galapagos Island Hopping tour and the eight-day Kenya Safari Experience.

For more information on the new offering, call 1300 796 618.



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Start Their Journey

AAD mulls rebrand?

THE Ardent Leisure Group - owners of Dreamworld on the Gold Coast - are considering a name-change to Main Event Entertainment Limited with the board believing it "better reflects [AAD's] focus on entertainment".

Subject to shareholder approval, the rebadge will see AAD's ASX ticker code changed to MEV.

MEANWHILE, the group's theme park offering recorded a revenue growth of 8% and an EBITDA uptick of 8.5%.

In the 2016 Corporate Brochure released yesterday, Ardent chairman Neil Balnaves said the theme park division of the business was expected to benefit from an anticipated increase in domestic and international tourism, "particularly from China, as well as the Gold Coast Commonwealth Games in 2018".

IATA unruly pax spike

SOME 10,854 unruly passenger incidents were reported to the International Air Transport Association by airlines last year.

According to a report by IATA, the majority of incidents involved verbal abuse, failure to follow crew instructions and other forms of anti-social behaviour.

"There is no easy answer to stem the rise in reported unruly behavior," remarked IATA ceo Alexandre de Juniac.

"We need a balanced solution in which all stakeholders can collaborate."

Airberlin restructure

AIRBERLIN has today announced a restructure of the business which will see 1,200 positions become redundant in a bid to create a "leaner, more efficient business".

The company will enter discussions with representatives to confirm voluntary and compulsory dismissals by Feb.

Core operations will be focused in Berlin and Dusseldorf with a fleet of 75 aircraft.

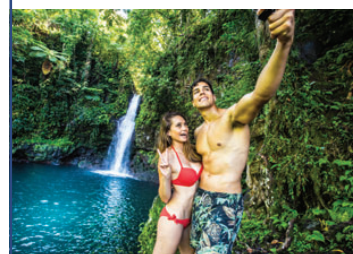
Qld Eco-Tourism plan

THE Queensland Government has outlined a plan to support sustainable eco-tourism.

Developed in partnership with the tourism industry, traditional owners and conservation sectors, the eco-tourism plan has identified five key elements to action which include: driving eco-tourism experiences; showcasing the GBR; stimulating investment in eco-tourism; expanding Indigenous eco-tourism experiences and promotion of the eco-tourism experiences.

"This plan sets out our vision to support sustainable growth, protect the environment and deliver new eco-tourism experiences and job opportunities," said Environment Minister Dr Steve Miles.

Picture Perfect Samoa



As you travel the islands, a camera becomes your best friend as you encounter impressive lava fields, powerful blow holes, colourful markets, dazzling white beaches outshone only by the smiles of the locals who will tell you the story of how a grand colonial mansion overlooking Apia was once home to the author of a swash-buckling classic. Watch as village warriors twirl their firesticks at night and trip the light fantastic as local ladies show you a move or two at a Fia Fia night. Visit www.samoa.travel and book your adventure now.

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Industry Appointments

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

Kathleen O'Dwyer is the new Public Relations Manager for **APT Group**. She has more than a decade's experience as a journalist and editor in news and lifestyle media and is a former newspaper travel editor.

Thailand-based **ONYX Hospitality Group** has announced two new appointments for the North Asia Management Team. **Tommy Lai** has been named as Vice President of ONYX North Asia while **Mael Vastine** will take up the role of Area General Manager, Hong Kong.

Alison Osborne has been appointed to a newly created Sydney-based role of Market Development Manager for Perth-based adventure tour-operator **Travel Directors**. Osborne was recently Operations Manager with P&O Cruises and previously with Trafalgar Tours.

The new five-star **North Hill City Resort** near Chiang Mai welcomes **James Hang** as General Manager. He will also oversee all operations at boutique sister property, Sireeampan Boutique Resort & Spa.

The Dorchester hotel in London has announced the appointment of **Nicolas Messian** as Hotel Manager. He joins from his most recent position as hotel manager at One&Only Royal Mirage in Dubai.

Jason Kycek is the new Vice President of Sales and Marketing for the US's **The Edgewater, Madison** hotel. Kycek brings with him more than 15 years of experience in the luxury hospitality industry.

Brett Walsh has been welcomed as the new Country Manager Australia for **All Nippon Airways** by the GSA Walshe Group. He has over 25 years of experience including in his most recent role as Country Manager Australia with Aircalin.

Southeast Asia destination management company **HG Travel** has appointed **Gerben Bloemenda** as its new Managing Director, to be stationed at their office in Myanmar.

Abu Dhabi Classics

THE West Australian Symphony Orchestra will open the Abu Dhabi Classics starting 06 Oct and running through until May 2017.

Held at leading venues across the emirate, the festival includes performances, talks, master classes and lectures from leading contemporary musicians.

For a full calendar of events see www.abudhabiclassics.ae

CA Beijing T3 timings

AIR China is advising customers the closing time for boarding gates on flights departing T3 at Beijing Capital Int'l Airport has changed from 10mins to 15mins, effective immediately.

Sabre tech trends

TECH provider Sabre Corporation hosted over 500 delegates to the APAC travel industry at its inaugural Travel Technology Exchange conference in Beijing last week.

Group president Sean Menke updated attendees on Sabre's three key priorities underpinning their new product development: business intelligence, personalisation for travellers and merchandising options for suppliers and automation for agents to reduce costs.

The three-day conference saw delegates from 26 countries spend a collective 10,000 hours discussing the ins and outs of travel and technology.



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NSW's next wave of achievers



INDUSTRY leaders of the future were honoured in a ceremony at NSW Parliament House for the 2016 Minister's Student Achiever Awards in Tourism & Hospitality.

The 16 students (pictured above) were congratulated by NSW Minister for Trade, Tourism and Major Events Stuart Ayres for their success.

"These Awards celebrate the achievements of our State's best students who represent the

future of tourism and hospitality," Mr Ayres said.

The students were also commended by Destination NSW ceo Sandra Chipchase.

To be eligible for the award nomination the pupils must be studying at a NSW education institution offering degrees, diplomas and certificate courses in tourism and hospitality.

True North Barossa

TRUE NORTH's 2017 Southern Safari will again incorporate the Barossa Valley following a successful debut this year.

North Star brand director Peter Trembath said the destination was a "big hit" so keeping it in for next year as an easy decision.

The trip leaves Adelaide 16 Jan .

Bentours Scandinavia

BENTOURS has released its Scandinavia 2017 brochure with new itineraries including the Hurtigruten 19-day expedition 'Grand Traverse across the Arctic' on board the *MS Fram*.

New in Sweden is the revamped ICEHOTEL, with an array of ice rooms and suites available all year round; **CLICK HERE** to view the full brochure.

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Corporate Chatter

With Karen Tsolakis

DEAR readers,

More today on the Procurement Manager, what really gets their goat, and some tips on how a TMC can RETAIN their account!!

Let's bring back Alan Smart.

As per our previous columns, these good folk are challenged from all sides to prove their worth.

To the organisation they are seen as a cost so they need to show ongoing value-adds to the travellers or savings to the business.

Any negative, or even a perception of lapses to the above is incredibly sensitive.

The old saying, 'do unto others what you would want done unto you' does NOT apply when there is disappointment.

Herculean efforts are thus put into action by the resident TMC and suppliers to retain that business, as Alan hath no mercy when under pressure.

As TMCs know, the 101 of retaining your account are:

The SLA - A 95%-100% rating

Service Delivery - Near flawless

After Hours - Must mirror daytime service levels & sound like they are the only account for that team.

Reporting - Dashboards, by cost centre, everything everyone else has.

YTD savings - Substantial and they had better make Alan look good!

Online usage - 80+ for domestic & growing for International

Policy Compliance - High with exception reporting to identify breachers - Alan's favourite report.

TMC Account Manager - Must be visible, deliver endless reports, respond immediately & ensure they are liked by Alan and the senior EA's.

TMC Senior Management - Be visible, apologise for every stuff up. Pay homage and attention to Alan, not just his boss.

Operations team - Able to endure high stress levels, take frequent smoke breaks & know who to call during disasters.

Sign on bonus - Approach every

supplier for help with handouts, cash, tickets, anything to boost your proposal.

There are more.

Next is the 'deep dive' into innovation. Here is where TMCs need to be upfront & walk the talk as Alan has been getting hammered by the road warriors for the latest apps and mobility tools.

He has patiently listened at every quarterly review to the TMC updates on, "the great new tools we are building" and how these will "seamlessly integrate into the ecosystem".

He has also attended a few conferences and knows others have tools out there he needs.

So at RFP time, he expects to see the roadmap, the technology

‘Herculean efforts are thus put into action by the resident TMC and suppliers to retain that business...’

blueprint of new tools in production and the timeline.

He does not want to hear, "we are still working on it".

He may be interested in a financial penalty for delayed deployment. That shows it probably is coming & soon.

He may also be interested to be a 'test site' if it's a real innovation. Wow, he can stand up at the next conference and present how he delivered for his organisation.

He will however score highest the TMC who confidently demonstrates proven tools that WORK and he can speak to a credible referee. He does not want any issues on 'go live' day!

He does not really care if they are 'white-labelled' or 'unique', or come with pink ribbon, as long as they are reliable, enhance his travellers' experiences & the ROI justifies the long and expensive review.

Good luck incumbents!!

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.

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New BCD China chief

BCD Travel yesterday announced the appointment of Jonathan Kao as its new managing director for the Greater China market.

BCD's business in the region includes BCD Travel China and BCD Travel Hong Kong, with Kao joining the TMC from Four Seas Travel Limited.

His career has also included roles across China for American Express and FCM Travel Solutions.

The appointment follows the news that BCD has signed an agreement to take majority ownership in its China and Hong Kong joint venture (TD yesterday).

Kao will be based in Shanghai and report to Greg O'Neil, BCD Travel's president of Asia Pacific who oversees operations in 18 countries across the region.

Sabre TripCase hotel integration

SABRE has launched a new version of its TripCase mobile app which includes the integration of the company's SynXis Central Reservations hotel system.

Under the update reservations made through the Sabre GDS and the SynXis CRS will automatically flow into the TripCase messaging channel, "making it easy for hoteliers to message travellers with contextually relevant and personalised mobile messages" such as offers, upgrades and deals for hotel amenities like spas.



Wins

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

Transurban

👍 Won by Globetrotter

Datacomm

👍 Won by Orbit World Travel

Siemens

👍 Won by CWT

Cushman

👍 Won by CWT

Wakefield

👍 Won by CWT

Coca-Cola Amatil

👍 Won by CTM

Corporate Traveller launches in India

FLIGHT Centre has launched its SME-focused Corporate Traveller brand in India, with the aim of "addressing the demands of the emerging businesses and startups" across the country.

Gaurav Luthra will head up the operation, alongside existing responsibilities for air, hotel, car and insurance at FCM India.

Luthra said he was "delighted to be involved with the launch of a rich and nuanced portfolio under FCTG's Corporate Traveller brand and explore umpteen possibilities of its growth".

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Travel Daily

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business events news



ABOVE: Cathay Pacific teamed up with the Hong Kong Tourism Board this month to host a joint trade faml where attendees got to experience the newly refurbished Cosmopolitan Hotel ahead of its rebranding to the Dorsett Wanchai in Oct.

The group was made up of agents from Flight Centre, Helloworld and boutique retail

brands from Queensland.

Highlights of the trip included an island tour, a Central and Sheung Wan foodie experience and the trip to the fishing village of Lamma Island.

The happy bunch of agents are **pictured** above on the harbour.

Red Planet injection

PAN-ASIAN budget hotel chain Red Planet Hotels (formerly known as Tune Hotels) has received US\$70 million investment from Goldman Sachs.

Group ceo Tim Hansing said the funding would "solidify the company's current expansion".

"To have our company, our people, our product, and our brand be funded by Goldman Sachs indeed gives us the confidence that we are on the right track to our stated goal of a 2018 IPO," he said.

Mantra QPAC p'ship

MANTRA Hotels, Resorts & Apartments has struck a three-year deal with the Queensland Performing Arts Centre (QPAC).

The new partnership will see the cast and crew from various QPAC-produced, presented or hosted performances call a Mantra hotel in Brisbane home throughout their city stay.

There are currently 8 Mantra hotels in the Brisbane CBD.

Regional hotel growth

MORE travellers, both domestic and int'l, are opting to explore regional Australian destinations according to a study by Expedia.

Demand in key regional markets more than doubled during the first half of 2016, with regional Vic experiencing the highest surge in bookings at 140%, followed by North Qld & regional NSW close behind, up 130%.

"With regional demand now increasing faster than demand in the top five major cities, the findings from this data are very positive for accommodation providers in regional Australia," said Drew Bowering, director market management, Expedia.

Eurostar Autumn deal

RAIL Europe GSAs in Australia & New Zealand are offering a new Eurostar deal aimed at youth travellers under the age of 26.

Until 04 Nov, one-way Eurostar fares of \$69 are available for journeys between London, Ashford, Ebbsfleet and Paris, Brussels, Lille and Calais.

The promotion is valid for travel between 02 Nov & 12 Apr 2017.

Love List Australia '16

THE inaugural Netbase Love List study has revealed Qantas as the country's 'most loveable' airline brand, in terms of social media feedback.

Virgin Australia came in at second place followed by Delta Air Lines, Jetstar and Boeing.

"For an industry so fraught with negative customer commentary, it's encouraging to see brand love so high," said NetBase chief marketing officer, Paige Leidig.

MTT/easyJet renews

EASYJET has renewed its partnership with tech solutions provider MTT, a subsidiary of Travelpoint Digital.

The new pact will see MTT and easyJet continue to collaborate on "improving the traveller experience" via a mobile app which has been downloaded 17 million times since launch.

Wilpena air options

TWO new scenic flight touring options have been made available for guests staying at Wilpena Pound in South Australia.

Offered are the two-night Lake Eyre stay which starts from \$1,095 per person and the Glamping and Lake Eyre deal which costs \$1,165 per person.

Both packages include scenic flights, full buffet breakfasts daily, with bookings available from now for stays through until 30 Mar.

CLICK HERE for more details.

Travelmarvel brox

A NEW Vietnam and Cambodia program for 2017/18 has been unveiled by Travelmarvel.

The offering features a choice of 35 sailings aboard rivership *RV La Marguerite*, as well as a selection of journeys to Myanmar, China, India and Japan.

CLICK HERE to view the brox.



This month in Travel Daily, Rail Europe GSAs are giving you the chance to win in conjunction with **Eurostar**.

The prize is a trip for two including:

- 2 x Eurail Global Passes
- 2 x Eurostar Standard Tickets
- Hop on hop off bus tickets in two cities of your choice
- 4 nights accommodation in the city of the winner's choice

To win, answer each daily question correctly and have the most creative answer to the final question. Send your entries to

rail@traveldaily.com.au

Q21. True or false: Eurostar offers direct services to Marseille in the south of France?



Travel Daily is Australia's leading travel industry publication.

Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry - sign up at www.traveldaily.com.au.

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FINANCE MANAGER X 2

SYDNEY – SALARY PACKAGE TO \$95 (DOE)

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.

UTILISE YOUR COMMERCIAL SKILLS

COMMERCIAL SALES MANAGER

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

OPPORTUNITIES ARE ENDLESS

LEARNING & DEVELOPMENT EXECUTIVE

MELBOURNE – SALARY TO \$80K (DOE)

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.

SOMETHING DIFFERENT FOR ACCOUNT MGRS.

ACCOUNT MANAGER –MEDIA/ENTERTAINMENT

SYDNEY – SALARY TO \$90K OTE \$110K

Are you currently a BDM or Sales Exec in the travel industry and looking for the next step or that something a little different? Our client have a very rare vacancy in their Account Management team managing a portfolio of exciting accounts within the Media and Entertainment sector, no day will be the same. You must be extremely well presented, have strong communication skills and a positive outlook. Ring today for more info.

TECHNOLOGY GURU WANTED

IT DEVELOPER

GOLD COAST – DOE \$100K + SUPER

We have a rare opportunity to join this travel company as an IT Developer. You will be responsible for supporting the existing systems as well as analyse and develop improvements & working closely with the various departments on requirements. Your previous experience working in a technology environment within the travel industry & proven skills in managing stakeholders including third party partners will be the key to success.

LEADING TRAVEL TECHNOLOGY COMPANY

HEAD OF PRODUCT

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.

STRATEGY, DRIVE, DELIVER

MARKETING MANAGER

GOLD COAST – TOP SALARY PKG DOE

Are you a talented marketing executive 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.

REPRESENT LUXURY

TRAVEL INDUSTRY BDM

BRISBANE - SALARY PACKAGE UP TO \$70K

Are you well connected in the Queensland market? Searching to be part of a company which has a brand name that everyone wants to work for? Here's your chance. We are searching for a Sales Executive who is passionate about cruising along with the ability to source and secure new business to join this industry leader. Be rewarded with a supportive team and be proud to walk through the doors representing this luxury brand.

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