Travel Daily First with the news Monday 14th August 2017



Wendy Wu calling

WENDY Wu Tours is giving away prizes this week to travel agents who register for its new trade booking portal (TD Tue).

Agents who answer the phone when Wendy Wu Tours randomly calls, register online and answer a quick question can win one of 1,500 spot prizes.

The sales team will be making 30 calls daily from today until Fri. To sign up to the portal head to wendywutours.com.au/agents.

Albatross UK 2018

ALBATROSS Tours has today debuted its 2018 Europe & UK Small Group Touring program which includes three new tours and earlybird discounts of up to \$700 per couple.

The new itineraries include a 10-day La Petite France, 15-day Italian Alternativo and 15-day Through Bohemia & Saxony.

CLICK HERE to view the guide & see page 6 for more brochures.

UK consumer protection shift

THE British government has launched a consultation into significant changes in consumer protection to cover travel booked online as dynamic packages.

The move is a response to a new European Package Travel Directive which updates the scope of protection to include "new business models and modern methods of buving package holidays".

Currently many UK consumers purchase holidays online which are not protected under existing arrangements, with the UK **Consumer & Competition Policy** Department saying they are "confused as to the level of

Today's issue of TD

Travel Daily today has eight pages of news, including a photo page for Excite Holidays plus full pages from:

- Consolidated/VN promo
- AA Appointments jobs

protection, if any, which their chosen method of booking travel arrangements attracts".

The new proposal introduces the concept of Linked Travel Arrangements - and interestingly also provides a specific exemption for business travel arrangements which "do not require the same level of protection".

In particular the proposals would see online travel sites have the same responsibility for protecting travel arrangements against supplier insolvency as bricks and mortar agencies.

The regulations, which are open for consultation for the next six weeks, make all travel intermediaries "responsible for the entire holiday".

Australia has taken a different tack, with the new AFTA Insolvency Chargeback Scheme (AICS) providing a mechanism for protecting client funds from supplier collapse (TD 28 Jun).

QF 717 refurb x2

TWO additional QantasLink Boeing 717s will be reconfigured with a Business class cabin, upgraded interior and in-flight entertainment for all passengers.

The refit will increase the number of QFLink's reconfigured 717 fleet up to 12 (out of 20 jets).

QantasLink plans to redeploy one of the revamped 717s from Perth to Brisbane where it will operate to Adelaide and Cairns.

The move frees up a Boeing 737 which in turn will be redeployed to other routes where there is increased demand, including MEL-SYD and PER-ADL.

TA appointment

TOURISM Australia has named the tourist board's former country manager for Korea, Scott Walker, as its new country manager for Singapore and Indonesia.

Walker held the title in South Korea with Tourism Australia for four years.















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BP, Woolworths loyalty plot

THE proposed acquisition of the Caltex network of service stations by BP will have significant ramifications for airline loyalty programs in Australia, with a statement of issues released by the Australian Competition and Consumer Commission last week highlighting concerns about the deal's impact on the market.

BP has an existing agreement with Virgin Australia's Velocity scheme, but is in the process of attempting to terminate the pact because the \$1.8 billion Caltex purchase would see it switch allegiance to the Qantas frequent flyer program which is linked to the Woolworths Rewards scheme.

The BP-Velocity matter is currently before the Supreme Court in Queensland, after mediation attempts failed and with a proposed hearing date early next month.

According to the ACCC statement of issues, the BP-Caltex deal would see an extension of the Woolworths Rewards loyalty scheme to incorporate the BP service station network.

Members who elect to link their Woolworths accounts to Qantas

would potentially be able to earn points on fuel purchases at an additional 1,400 outlets across Australia if the full BP network participates in the scheme.

Currently there are 634 cobranded Woolworths/Caltex sites and a further 12 in development.

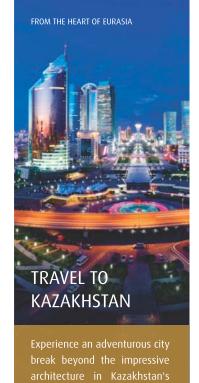
The ACCC said market enquiries to date had raised various concerns including the extension of the Woolworths Rewards program to BP's network which would "'lock in' customers to a conglomerate offer which rivals could not match".

The ACCC is currently seeking submissions on the BP-Caltex deal, with feedback due by 07 Sep and a proposed announcement of findings on 26 Oct this year.

Texas campaign

EXCITE Holidays has partnered with Visit Dallas & Visit Fort Worth to launch a "Go Big" campaign.

A destination guide has been unveiled as part of the twoweek push, featuring a variety of hotels, activities, eateries, bars and experiences - CLICK HERE to download the guide.



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Last Crown exec set free

CROWN Resorts Limited today welcomed the release of the last of 19 current and former staff of the Crown Group who had been detained in China.

Jason O'Conner headed Crown Resort's international VIP programs and was also the last of three Australian executives held in China, having been convicted of gambling-related offences.

Crown absorbed \$1.7 million in fines that was charged by China

against the group.

Crown executive chairman John Alexander said he was pleased that all the group's employees had now been released.

"Crown is deeply appreciative of the support provided by legal counsel and thanks the Dept of Foreign Affairs & Trade and the Australian Government for their professionalism and assistance throughout the course of the matter," Alexander commented.

QFLink 737 to HBA

QANTASLINK will bump up capacity on flights to Hobart from Sydney and Melbourne over the peak holiday season, scheduling larger Boeing 737s on the routes from mid-Dec until late Mar.

The jet upgauge from 717s will result in almost 5,400 additional seats, driven by increased demand for travel, QF said.

On three days per week (Thu, Fri and Sat), the daily return service from SYD and one from MEL will utilise a 737, offering 64 more seats than the smaller 717.

New FJ ambassador

FIJI Olympic gold medalist and Vodafone Fiji 7s halfback Jerry Tuwai has been named as a brand ambassador of Fiji Airways and its subsidiary Fiji Link.

Tuwai joins former National 7s coach Ben Ryan and football star Roy Krishna as an FJ ambassador.

Princess norovirus

A NOROVIRUS outbreak has struck passengers aboard Princess Cruises' *Sun Princess* while on a South Pacific voyage which departed Brisbane recently.

Over 90 pax were infected on the first day of the 10-day cruise.

"Proactive and successful steps were taken aboard *Sun Princess* to limit any spread of the illness," a spokesperson for the line said.

Royal movie night

ROYAL Brunei Airlines is inviting travel agents in Melbourne to attend a free movie screening of *Hampsted* at Village Cinemas - Crown Casino this Thu night.

The film commences at 6:15pm sharp and participants will also be supplied with an ice cream, popcorn and drink.

To register, agents need to email their names and agency details to melrsvp@rba.com.bn.



Godfather Upchurch



CHAIRMAN and ceo of the Virtuoso luxury travel network, Matthew Upchurch (pictured), christened Crystal AirCruises' new Boeing 777 aircraft at a ceremony at McCarran International Airport in Las Vegas over the weekend.

Presiding over the event was chairman and chief of Genting Hong Kong, Tan Sri Kok Thay Lim, and Crystal ceo and president Edie Rodriguez (also pictured).

Upchurch was bestowed with being Crystal Skye's godfather in recognition of his collaboration with Crystal and its partners "to deliver exclusive travel experiences throughout the world".

Rodriguez said "It is tremendously rewarding to officially welcome Crystal Skye to the Crystal fleet, as she represents a bold new venture for our company, effectively creating an entirely new category of luxury travel in the industry".

"It is fitting that such a revered leader in the luxury travel world would christen a vessel that will set an entirely new standard in the industry; and even more so that her godfather would be a member of the travel professional community," Rodriguez said.



THERE may not be many people who find it easy to sleep on a plane, but European low-cost carrier easyJet believes there are enough of them to release a new album it hopes will help them nod off on the ground too.

The 10-hour 'Jet Sounds' album simply consists of the continuous drone of an aircraft engine, with the airline claiming to have consulted a sleep expert to create the new recording.

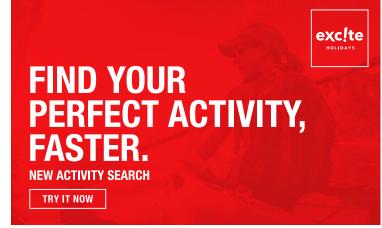
"The soft, repetitive ambient drone of white noise can drown out sounds, gently settle the brain and aid the on-set of sleep," said Dr Sandra Wheatley.

"The low throb of a powerful jet engine is ideal for this".

Now streaming on Spotify and also available for download for \$16.99 on iTunes and the Google Play store, all proceeds from easyJet's 'Jet Sounds' EP (pictured) will go to the UK-based Children's Sleep Charity.









Hong Kong lit up

THE Hong Kong Tourism Board has launched this year's Hong Kong Pulse Light Show which will run each night until 02 Sep.

Visible from the piazza and viewing deck at the Hong Kong Cultural Centre, the 2017 show will involve a dragon and rooster theme as well as LED light sculptures, bubbles and lasers.

CLICK HERE for session times.

Bali hits half million

BALI'S total international visitor numbers broke through the half million barrier for the first time during Jun, according to the latest government statistics.

The island welcomed 504,141 visitors in Jun, up from 489,376 the previous month and a 24% increase on Jun 2016.

From Jan to Jun, Bali welcomed 2.8m visitors - up 24% on 2016 - including 536,738 Australians.

Malaysian hotel tax

WAIVERING plans for a hotel tax in Malaysia appear to have been finalised, with the country's Ministry of Tourism announcing a start date of 01 Sep.

Tour company Asian Trails says full details of the tax have yet to be confirmed, but a fee per room of RM10 (about A\$3) will be levied on all foreign visitors who check in from next month.

The tax had earlier been slated to start in Jul and involved a scale based on star ratings, but was delayed and revised to a flat fee.

EK FA Cup renewal

EMIRATES has extended its partnership with the FA Cup until 2021 under a deal with England's Football Association.

Emirates has been title partner of the tournament since 2015 and has operated an Airbus A380 painted in FA Cup livery since Apr.

Norfolk Island Sale

Flights & 7 nights from \$1099pp Sale ends 22 Aug







Helloworld invests in Qld group



COONEY Investments owner and managing director John Cooney is celebrating the sale of a minority stake in his company to Helloworld Travel (*TD* breaking news Fri).

The Queensland-based company operates branded network member agencies Helloworld Travel Mackay and Helloworld Travel Mount Pleasant, as well as the Hosted Journeys Group Travel and Events products.

The investment by HLO marks a new chapter in the company's history, after 31 years of branded network membership.

"We have been with Helloworld Travel in its current and previous guises and to take this next step is a demonstration of our strong partnership and commitment," said Cooney, **pictured** with members of his team.

"I have no doubt it will bring with it great results for all of us." Helloworld Travel ceo and managing director Andrew Burnes said, "John Cooney and his teams in Mackay and Mount Pleasant have been among our most successful franchise operators with over 30 years of history with the company".

Ardent director

DREAMWORLD operator Ardent Leisure Grp has appointed former Walt Disney Company vice president Randy Garfield as a non-executive director.

He has more than 20 years' experience in senior exec roles at Disney as well as previous positions at Universal Studios.

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Virtuoso's Mexican Fiesta



VIRTUOSO held its Aussie welcome function over the weekend for the 120 Australian agents who made the trans Pacific trek to Las Vegas for the Virtuoso Travel Week.

The 'Silver-Sombrero' party was hosted by Silversea and the Mexico Tourism Board and featured plenty of food and drinks as well as presentations to keep the crowd entertained.

MEANWHILE Goldman Travel has won the Virtuoso APAC **Production Award at Virtuoso** Travel Week for the third consecutive year.

Goldman Travel joint md Anthony Goldman thanked all their staff and businesses as well as industry partners for their successful partnerships.

Owner of Goldman Travel, Tom Goldman said, "I'd like to acknowledge my two sons David and Anthony, and I can tell you there can be no better partners in a business and I am fortunate to have, so thank you."

Finalists incl Mary Rossi Travel, Allure, MTA and Spencer Travel.

Pictured are Ivan Martinez-Vega from the Mexican Tourist Board, Tom Goldman OAM, Goldman Travel Group and Michael Londergan. Virtuoso.

Pictured inset are Jack Brandon, Savenio Ayr; Karen Mackie, Trans World Travel and Rob Mackie, Trans World Travel.



l'Austral welcomed

THE Northern Territory Government has welcomed the home porting of l'Austral in Darwin until Sep 2017.

NT Minister for Tourism and Culture Lauren Moss said the 264-pax *l'Austral* was the biggest and first cruise ship to based in Darwin since 2013.

Moss also expected a bumper upcoming cruise season.

"I'm happy to announce that the 2018 home port season has also been scheduled and l'Austral will return again in Jul 2018."

An estimated 1,500 cruise ship passengers are expected to join the ship on its itineraries from the

HK Sevens offers

CATHAY Pacific is offering two packages to catch all the action at the 2018 Cathay Pacific/HSBC Hong Kong Rugby Sevens.

Packages include flights and a three-day pass to the tournament from \$1,519 per person.

The second package includes flights, accom and a three-day pass throughout the tournament (06-08 Apr 2018) with prices varying based on hotel choice.

Delta LGA project

DELTA Air Lines has broken ground on a 37-gate terminal at New York LaGuardia Airport that will replace two outdated terminal facilities.

The US\$4 billion state-of-the-art development is earmarked for completion by 2021.

US visitor spend dip

THE United States Department of Commerce has revealed visitor spending to the country dipped by 1% to US\$244.7 billion in 2016.

International arrivals into the United States reached 75.6 million last vear.

Compared to 2015, visitor arrivals decreased by 2%, which was the first decline in visitors since 2009.

Preliminary data for 2017 indicates an uptick in visitors. Visitors from China were up 15% and spent 9% more than in 2015, while South Korean arrivals

were up 12% and 2% in spending.

WSA tenders

THE Australian Government has released a two-stage tender process to procure project management & technical support services for the next phase of the Western Sydney Airport.

Tenders close on 01 Sep, with contract to be awarded in Oct.

Egypt train crash

DFAT has released an update on an express train travelling between Cairo and Alexandria, which collided with a passenger train travelling between Port Said and Alexandria.

Around 50 people are confirmed dead, with a further 100 people injured.

The Dept of Foreign Affairs says while train travel is "generally safe" between the two tourist cities, travellers may wish to reconsider their method of travel.

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THE team from AAT Kings were out in the sunshine on Fri getting familiar with the company's Hunter Valley Wine Experience.



Jeffrey is the top point scorer for Round 21 of Travel Daily's AFL footy tipping competition. He's won a \$100 travel voucher courtesy of Expedia.





Major prize for the 2017 footy tipping competition is two return economy class airfares to any one of **EMIRATES** 39 European destinations. Departing from Sydney, the group set course for Leogate Estate Wines, where they toured the grounds before settling in for their first wine tasting for the day.

Next was the Hunter Valley Resort, where they learned about the impact of weather variance on the grapes and tucked into a tasting platter with paired wines.

The group then had the choice between a tasting paddle of beer or heading into the cellar door.

McGuiguin Wines treated the group to a tasting among the barrels, accompanied by the opportunity to pick up some locally produced cheese.

Participants also spent some time perusing the boutique stores at the final stop of the Hunter Valley Gardens Village before heading back to Sydney.

Pictured at McGuigan Wines are AAT Kings': Sam Gane, Selene Han, Takashi Sogabe, Thu Nguyen, Jonathan Cunningham, Alice Horsfall, Helen Strain, Mea Tupua and Mike Syyap.

FC EKKA p'ship

FLIGHT Centre has teamed with the Royal National Agricultural & Industrial Association of Queensland to hold its biggest pop up to date at the Royal Queensland Show - Ekka.

A total of \$20k worth of holidays are up for grabs at the event and the move marks the first time the company has had a presence at the 10-day show.

The event started Fri.

Brochures

THIS week's Brochures of the Week is brought to you by Travel Directors. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.





Travel Directors - Worldwide Escorted Tours 2018/19
Travel Directors has introduced a revamped brochure for 2018/19 showcasing its worldwide escorted tours. The program features six new tours and 20 returning itineraries. The fresh tours underpin a commitment to 'paths less trodden' and include the Trail of the Northern Lights, Jordan & Oman and the amazing Kamchatka: Nature's Tour de Force – a mysterious exploration to Russia's far east. All Travel Directors

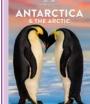
tours are fully inclusive and have a maximum group size of 24. The new brochure is available from Travel Directors by sending an email to info@traveldirectors.com.au or calling 1300 856 661.



Royal Caribbean International - Asia, New Zealand, Australia and South Pacific 2017/19

The latest brochure from Royal Caribbean International is packed with new material including indepth ship comparisons. Also new are "A Typical Day" timetables, tailored to "indulgent foodies, relaxed explorers and active souls". The release also clearly lays out the inclusions and optional extras, highlights "Only on Royal" features and details a whopping

140 itineraries. Sporting a fresh look, the program includes richer destination imagery and content.



Natural Focus Safaris - Antarctica and the Arctic 2018/19

South Melbourne-based Natural Focus Safaris has released its Antarctica and the Arctic brochure for the 2018/19 season. A new ship called 50 Years of Victory joins the lineup, along with two new voyages, one to western Greenland and Disko Bay and the other traversing the Northwest Passage. The program includes vessels with capacity from 50-199 quests.



Scenic - The Wild Wonders of Africa 2018

Two itineraries have been refreshed in Scenic's new 2018 Africa program. The 32-day Ultimate African Expedition has been extended by one day to feature two nights in Durban at The Oyster Box & an extra day in Nairobi. The 24-day Grand African Safari now includes flights from Cape Town to Hoedspruit, near Kruger National Park & from Nairobi to Mount Kilimanjaro for more time at Tarangire National Park.

Targa Florio to Vic

VICTORIA will host the first Targa Florio vintage car rally outside of Italy later this year.

The four-day Targa Florio – Australian Tribute will see more than 200 classic cars travel across 1,200km of the state.

A route has been designed for the rally to promote some of Victoria's top regional destinations and includes Geelong, the Bellarine Peninsula, the Great Ocean Road and more.

The event will take place 30 Nov-03 Dec.

SQ training centre

SINGAPORE Airlines and simulation tech manufacturer CAE have teamed up to operate a jointly-owned pilot training centre out of Singapore Airlines' Training Centre near Changi Airport.

It will initially focus on simulator training for Boeing aircraft types and will support SIA Group airlines and other operators' pilot training needs in the region.

SIA will transfer four of its fullflight Boeing aircraft simulators to the venture & further equipment will be acquired progressively.

Travel Daily

Monday 14th August 2017

EXCITE Holidays, in partnership with Destination DC, recently held an exclusive agent event in Melbourne.

Held at The Bowery Locksmith in the uber trendy suburb of Richmond, the event was an opportunity to showcase Washington, DC as part of their Capital of Cool campaign, which ran from 31 Jul until yesterday.

Forty agents were in attendance and had the chance to experience an authentic underground Jazz & Blues evening.

In true DC style, guests were welcomed with an Old Fashioned cocktail and were entertained by a talented saxophonist and guitar duo, who kept everyone's toes tapping all night long.

Penny Brand from Destination DC was on hand to fill the agents in on everything that's happening in DC, and



why it really is the capital of cool.

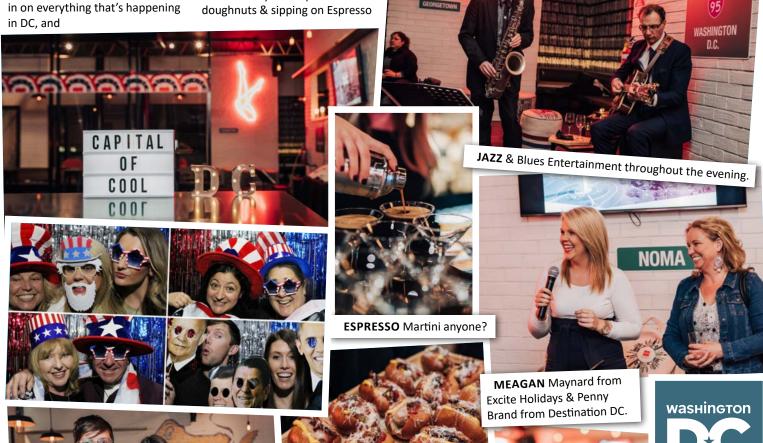
She provided some fantastic advice and tricks to the agents to help them sell this must-see destination.

The fun didn't end there, with the guests dining on delicious American-style canapes and doughnuts & sipping on Espresso Martinis (**pictured** below).

They also had a great time in the photo booth taking some

fantastic shots with the DC and Presidential-themed props.

Pictured are images captured at the event.



HUGH Tiley and Sian Pritchard from Black Rock Travel with Patricia Ricciuti from Excite Holidays.

Pangolin Khwai

PANGOLIN Photo Safaris has teamed up with Natural Selection to open the Pangolin Khwai Camp at the Khwai Private Reserve in north Botswana.

The camp will host clients from Mar 2018, with high season all-inclusive rates from US\$750pp.

Bordering the Khwai River, the camp will have a maximum of 12 guests at a time.



Round 23 Winner

Congratulations

DIANE ALSTER

from Maxims Travel

Diane is the top point scorer for Round 23 of Travel Daily's NRL footy tipping competition. She's won a \$100 travel voucher courtesy of Expedia.





Major prize for the 2017 footy tipping competition is two return economy class airfares to any one of **EMIRATES** 39 European destinations.

Quest Academy

QUEST Apartment Hotels has expanded its \$7 million franchisee training program to meet growing demand for the program.

To meet the appetite for the program, the hotelier will invest more money into academy resourcing, including the appointment two specialist trainers & a director of learning.

The course combines e-learning and hands-on experience.

Since it launched in Oct last year, the academy has had over 140 participants, with 17 new franchisees completing the sixweek training course.

More than 750 franchisees and staff are expected to register to take at least one of the training programs in the coming year.

WA wins BMX titles

WESTERN Australia has secured the BMX National Championships for 2018 and 2021.

The events will be held in Bunbury next year and in Perth in four years' time.

More than 2,000 interstate competitors and supporters are expected for each event.

New Azul US routes

BRAZILIAN airline Azul has announced two new routes from Brazil to Florida.

Four weekly services will be launched between Belo Horizonte and Orlando and Belem to Fort Lauderdale from Dec.

The BEL to FLL flights will be operated by a 174-passenger Airbus 320neo aircraft, while the CNF to MCO route will use a three class Airbus A330 aircraft with Business, Econ Xtra & Economy.

RACQ Conference night of fun



RACQ recently held its annual RACQ Travel Conference for 2017 in Brisbane.

Staff for the group's 14 stores attended along with a number of key travel suppliers for several events including bowling and networking sessions.

The highlight was a masquerade theme ball, which saw attendees dress up in many quirky outfits.

CLICK HERE to view more photos from the conference on *Travel Daily's* Facebook page.

Pictured above is the team from RACQ Travel Maroochydore.



This month Travel Daily together with Philippine Airlines, The Peninsula Manila and Henann Regency Resort and Spa Boracay are giving readers the chance to win an island getaway to the Philippines. The prize for two people includes:

Return economy class tickets from Sydney to Manila flying with Philippine Airlines

Two nights accommodation at The
Peninsula Manila

Three nights accommodation at Henann Regency Resort and Spa Boracay



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We are looking for a DOSM who has experience working with 800+ rooms. Is this you? Join this a dynamic leader to join them to develop & manage the sales team, implement sales strategies & campaigns across all segments, budgeting & forecasting all to maximise revenues. Executive salary package on offer. Experience as a Director of Sales, a track record leading a successful sales team along with great communication, presentation & negotiation skills required.

SOUTH OR WEST TAKE YOUR PICK

BDM – NSW WEST OR SOUTH x 2 SYDNEY - SALARY PACKAGE TO \$80K PLUS CAR

I have two clients searching for BDM's who are passionate about building relationships and increasing sales with the ability to source and secure new business. You will have previous industry BDM experience with established relationships in the trade. They are offering a base salary plus bonus scheme, fully maintained vehicle and tools of the trade. Two different companies both with great reputations, take your pick!

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A LITTLE BIT DIFFERENT

NSW SALES MANAGER X 2

SYDNEY -BASE SALARY TO \$95K PLUS BIG BONUSES

This unique opportunity will suit a strong Tourism or Hospitality sales manager that understands and is motivated by the sales process and is looking for that something different. This global company with over 20 offices worldwide is seeing huge growth in the Australian market and is looking for a strong sales manager with established relationships in the travel and hospitality trade. If you have worked for an OTA this will be highly desirable.

MANAGE A TERRITORY

ON THE ROAD SALES MANAGER
MELBOURNE - UP TO \$75K PKG +INCENTIVES

Are you an experienced leisure sales manager looking for a new opportunity? Get out on the road with this role, calling on the trade, training & educating, representing the company at industry events, bringing on new business & retention of existing clients through providing exceptional customer service. Experience required as a Sales Exec, existing network of contacts & strong relationship building & account management skills. Send your resume today.

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