

# Travel Daily First with the news Monday 11th December 2017



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## **AICS** supplier suspension

THE AFTA Insolvency Chargeback Scheme (AICS) today advised of its first suspended supplier, with members told not to accept credit or debit card payments for Darwin Airline SA, flying under the brand name of Adria Airways Switzerland.

AICS provides protection against credit card chargebacks for ATAS-accredited travel agents in the event of supplier collapse or closure, with Darwin Airline now excluded from the Supplier Failure Benefit due to insolvency.

An update from AICS indicates that any bookings accepted after 12.01am on 12 Dec 2017 will not be protected by AICS.

In addition, members of the scheme are requested to notify

#### Today's issue of TD

**Travel Daily** today has six pages of news, including a front cover page for **Azamara**, a photo page for **Royal Brunei** plus full pages from:

- Albatross Tours
- AA Appointments jobs
- One&Only Le Saint Geran
- Banff/Lake Louise

AICS of any bookings they have made with Darwin Airline SA flying under the brand name of Adria Airways Switzerland, for which travel has not been availed, via email to AICS@afta.com.au.

Darwin Airline is a Swiss regional carrier operating from Lugano and Geneva, which until Jul 2017 was 33% owned by Etihad Airways and flew under the Etihad Regional brand.

The airline, which has ten turboprop aircraft in its fleet, entered insolvency proceedings at the end of Nov and has now had its air operator's certificate suspended.

#### Azamara free wifi

**AZAMARA** Club Cruises is offering up to 50% off the price for a second guest as well as free unlimited on-board internet, as part of the new Azamara Wave brochure launching today.

The bonuses apply to bookings of select voyages by 28 Feb 2018, for Club Oceanview or higher category staterooms.

For more details see the **cover page** of today's *Travel Daily*.









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**INSIGHT VACATIONS** *The Art of Travelling in Style* 



Monday 11th December 2017





#### Xmas photo comp

TRAVEL Daily has partnered with Air Canada to offer readers the chance to win a trip for two to Vancouver

To enter all you need to do is create a fun photo featuring Air Canada and showcasing just how much you love Canada.

The competition will run from today through to 31 Dec - for more info, see page six.

#### Soden to Club Med

**ROYAL** Caribbean Cruises' national key account manager Tony Soden has been appointed to the role of national sales and customer care manager at Club Med Australia & New Zealand.

Soden departs Royal Caribbean after an eight year tenure, prior to which he had been with Scenic for more than three years.

# WA appoints trade rep

**AUSTRALIAN** travel agents are once again on the radar for Tourism Western Australia which has appointed an east coast trade representative for the first time in seven vears.

Effective from today Elite Representation Asia Pacific will work in Sydney, Melbourne and Brisbane to "increase WA's profile with key distribution partners including travel agents and wholesalers, to ensure more WA products are sold as part of travel packages to interstate visitors," according to WA Tourism Minister Paul Papalia.

Elite, owned and operated by Pat Monneron, was appointed after an open tender process.

The company will also work to build the trade's knowledge of

Perth and Western Australia via a comprehensive trade strategy including an annual roadshow.

The appointment, which reverses Tourism WA's domestic direct-to-consumer strategy. follows the state's first Tourism **Industry Engagement Consortium** earlier this year which allowed industry stakeholders to provide feedback on government policy.

The WA government has committed \$425 million to destination marketing and events over the next five years, with the aim of elevating tourism's importance in diversifying the state's economy.

#### Daydream building

**THE** demolition & construction program of Daydream Island has commenced ahead of the longawaited redevelopment of the Whitsundays' based resort.

The \$86 million project has been earmarked for completion in Aug 2018, with bookings now open for stays beyond Sep.

"The interest level is high and we look forward to unveiling final details of the redevelopment in the near future," said Daydream's general manager Dawson Tang..

Daydream is also increasing its awareness, establishing a sales and marketing office in Chatswood, Sydney.

#### Banff profile page

TODAY'S issue of Travel Daily features a product page on Banff and Lake Louise in Canada highlighting the range of winter activities and experiences on offer in the province - see pg 10.

#### APT PNG one-off

APT has announced ceo Steve Revnolds will host a one-off cruise departure on Noble Caledonia's 110-passenger MS Caledonia Sky to Papua New Guinea next Oct.

Departing on 02 Oct from Cairns, the 11-day Papua New Guinea by Small Ship will explore Bonarua, Alotau, Tufi, Lababia, Madang, Samari and more.

The trip is priced from \$8,995pp twin share including a \$1,000 per couple earlybird - more HERE.

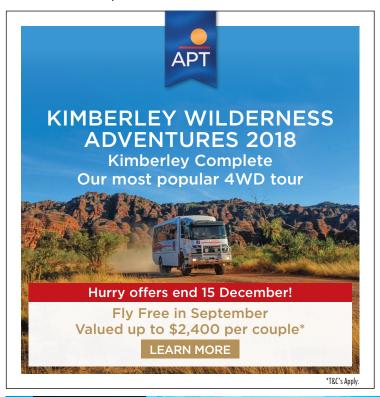




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Monday 11th December 2017

### Air NZ charters 787 replacements

AIR New Zealand has leased two Airbus aircraft to help maintain its timetable, due to issues arising from unscheduled maintenance of the Rolls Royce engines on its 787-9 fleet (*TD* Fri).

An A330 and an A340 will operate some Auckland-Sydney and all Auckland-Perth services by next week, after being chartered from European firm Hi-Fly.

Air NZ gm of customer experience, Anita Hawthorn, said the carrier was working hard to minimise the impact on customers caused by the Rolls Royce engine issues.

"Unfortunately around 4,500 customers have been affected by international flight delays and a small number of cancellations over the past week.

"Once these two additional

#### Spirits stay at DPO

**DEVONPORT'S** status as a Tasmanian tourism and freight gateway to the mainland has been cemented by a decision to keep the new *Spirits of Tasmania* operating there when they are delivered in 2021.

The new ships will be delivered two years ahead of schedule, with larger capacity meaning they can carry up to 500 extra visitors with each sailing along with 115 more passenger vehicles and 85 freight trailers.

Currently the existing vessels operating across the Bass Strait are at capacity on most sailings.

aircraft are in service we will be able to operate a near normal timetable," Hawthorn said.

Because Air NZ staff are not trained to operate the wide-bodied Airbus planes, the chartered aircraft will be operated by pilots and crew from Hi Fly, under the oversight of Air New Zealand, meaning there will be some differences in product and service style.

Hawthorn said unions representing Air NZ staff had been extremely understanding of the situation, and "share our commitment to take the necessary steps to maintain the flight schedule over this important Christmas and summer period".

#### **SQ/TA Japan promo**

**SINGAPORE** Airlines has launched a major new campaign in Japan, aiming to entice travellers to visit Australia flying on SQ, SilkAir or Scoot.

Nine Australian gateways are being promoted with special airfares along with complimentary access to the Ambassador Transit Lounge or a free night's accommodation in Singapore.

The campaign includes online advertising and direct emails linking to offers on the SIA website and Australia.com, particularly targeting passengers in the Hiroshima prefecture with SilkAir's new service via Singapore.



December issue of travelBulletin.

CLICK to read travelBulletin



#### **Bordeaux giveaway**

**SCENIC'S** Christmas advent calendar for agents, as featured in *Travel Daily* this month, is giving away one of its major prizes today, a Bordeaux river cruise for two valued at \$10,790.

For more details, see below.

#### Hands On to Fiji

**HANDS** on Journeys has announced the launch of tours to Fiji, with an initial departure taking place on 30 Mar 2018.

The empowerment tourism operator will help passengers explore the country's culture and scenery plus support a village affected by Cyclone Winston which hit the islands last year.

"Launching the Fiji tour is something I have always wanted to do, as Fiji was the first place I volunteered in a community after my life-saving brain surgery," said Hands on Journeys founder Simla Sooboodoo.

She said funds from the tour would go towards water, sanitation and hygiene, with guests helping locals to rebuild.

The five day trip is launching with a heavily discounted price of \$785ppts excluding flights - see www.handsonjourneys.com.au.

#### 2nd QF 787 arrives

**QANTAS'** second Boeing 787-9 *Dreamliner* aircraft arrived in Melbourne last night non-stop from Everett, near Seattle.

QF will use the 787-9 jet, named Waltzing Matilda, on the MEL-LAX route beginning this Fri.



### Window Seat

AUSTRALIAN Diana Hills recently won the title of Miss Tourism Global 2017/2018 at the annual Miss Tourism International Beauty Pageant event held in Malaysia.

She won a scholarship from Lim Kok Wing University of Creative Technology as well as cash prizes and sponsored gifts from various partners.

Hills is **pictured** below second from the left.



#### **AOC Concierge deal**

**CONCIERGE** Business Travel today had its partnership as the official corporate supplier for future Olympic Teams up until the Tokyo 2020 Summer Games renewed with the Australian Olympic Committee (AOC).

The arrangement will see Concierge provide the AOC's travel arrangements for the Winter Olympic Games in Feb, Youth Olympic Games in Oct, Pacific Games in Jul/Aug 2019, ANOC Beach Games in Sep 2019, Winter Youth Olympic Games in Jan 2020 and the Summer Olympic Games in Aug 2020.

SCENIC°

Take the Scenic route this holiday season

New prizes daily





Monday 11th December 2017

### Mosman local business win



# Win *The Cull* by Tony Park

This week Travel Daily and Swagman Tours is giving five lucky

readers the chance to win *The Cull* by Tony Park. British

British business tycoon Julianne Clyde-Smith will do anything to



save Africa's endangered wildlife, including setting up an elite antipoaching squad. Hiring Sonja Kurtz to head up the covert strike force, Julianne gives the former mercenary whatever she needs to take down Africa's poaching kingpins. It becomes harder for Sonja and her team to stay under the radar, and apparent that a shadowy underworld syndicate known as the Scorpions are pulling the strings behind Africa's poaching epidemic. And the Scorpions are intent on taking out the women who stand in their way.

To win, simply be the first person to send through the correct answer to the question below to: tonypark@traveldaily.com.au

Finish the following statement from the new book of Tony Park, *The Cull:*One Mission,

MOSMAN Travel has backed up its 2016 success with another Local Business Award being added to the office trophy cabinet.

The North Shore Local Business Awards saw Mosman Travel win the Best Travel Agency accolade.

Mosman Travel md Sharyn Kitchener said the agency had experience across all sectors of the travel industry, which was valuable for their clients.

The business awards judges business history and heritage, marketing, staff training, business and environmental sustainability, successes during the past 12 months, support for the community, and business plans for the future.

**Pictured** are five members of the team: Blair Leslie, Natalie Smith, Sharyn Kitchener, Belinda Grist and Sean Keiran.

#### **Antiquity winners**

**VOYAGES** to Antiquity has named the winners of its Nov comp, which saw agents go into the draw for completing the VTA Luminary online training program.

Sabrina Townsend, Townsville Business & Leisure Travel won first prize and a \$125 Xmas hamper.

Second prize was won by Liz Madsen, Cruiseabout Kenmore, and Debbie Jamieson, Cruise Team took out the third prize.



## **Brochures**

**THIS** week's Brochures of the Week is brought to you by **Qantas Holidays**. 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**.





#### Qantas Holidays – Hawaii 2018/19

Qantas Holidays 2018/19 Hawaii offering includes two new holiday packages - a five-night Beachfront Bliss package at The Royal Hawaiian and a seven-night Island Hop which features accommodation and tours on O'ahu and Maui. The latest brochure lists new accommodation options in Waikiki, including the stylish Laylow, Autograph Collection and The Kahala Hotel & Resort which features its own dolphin lagoon.

For touring, check out the new luau in Maui, the Old Lahaina Luau, and the Big Island Spectacular Heli on the Island of Hawai'i.



#### Qantas Holidays - USA 2018/19

Qantas Holidays has released its brand new 2018/19 USA brochure. The program features a range of new City Breaks in Los Angeles and New York, which includes 'must-see and do' experiences in each city. There are separate chapters for Santa Monica which showcases new sightseeing options, as well as Lake Tahoe, Yosemite National Park and Fort Lauderdale accommodation. Adventurous options include a

range of Guided Motorcycle tours which travel cross country along the famous Route 66, or choose to ride down the beautiful Pacific Coast.



#### Qantas Holidays - Bali 2018/19

The latest Bali brochure by Qantas Holidays features a range of holiday packages with something for everyone, from wellness getaways to family fun holidays. New sightseeing products include a Kecak performance in Uluwatu Temple, a Gili Islands tour and new accommodation in most areas of Bali as well as on Lombok and the Gili Islands. In the up and coming area of Canggu there is new accommodation

as well as Finns Bali – a beach club and waterpark attraction.



#### Qantas Holidays - Thailand 2018/19

Qantas Holidays' 2018–19 Thailand brochure showcases a wide selection of accommodation and touring options. New to the brochure this year is the Bangkok City Breaks including must-do experiences in Bangkok. New accommodation includes the AVANI Riverside Bangkok Hotel, COMO Metropolitan Bangkok, Grand Mercure Phuket and Crest Resort and Pool Villas both in Patong, the stunning Keemala

in Kamala and Raayavadee in Krabi. New touring includes zipline tours from Bangkok and Chiang Mai and the Simon Cabaret Show in Phuket.



#### Qantas Holidays – Cook Islands 2018/19

The holiday company has also released its 2018/19 Cook Islands brochure. The Qantas Holiday offering features a great selection of holiday and wedding packages as well as the brand new three and a half star Moana Sands Lagoon Resort in Rarotonga. New touring options include the Sunset Cocktail Happy Hour Hop and Electric Bike Hire with Tik-e Tours. The Rarotonga Orientation Pass and The Best of Raro Pass

include some of the must do experiences on Rarotonga. Included for the Outer Islands are caving tours on Atiu and Mangaia Islands.

To view all the Qantas Holiday brochures featured as well as the rest of the 2018/19 collection. Visit Qantas Holidays by clicking **HERE**.

# Travel Daily

Mon 11th Dec 2017

MORE than 160 travel agents from around Melbourne who have supported Royal Brunei over the last 12 months converged on the Pan Pacific Hotel Melbourne to celebrate a successful year.

The night saw many prizes given away with the winner of the main prize announced as Tijen Kor from TJ Travel Centre, who walked away with two tickets to anywhere on the Royal Brunei Airlines network.



of two tickets to anywhere on the RB network -Tijen Kor from TJ Travel Centre.

SARAH OFarrell from Abercrombie &

Kent and Dillah Shahab from NPIRE Travel.

All I want for Christian



Topping the night off was the raising of more than \$1,800 for the Royal Children's Hospital Foundation via attendees playing a 'guess the destination' game.

Royal Brunei proudly doubled the amount of money raised for charity the previous year.



THE team from Western Travel Cairlea.



End of year event 07 Dec 2017



BRUNEI

5,655 km 🙏

KIM from Kim Travel.

**LEAH** Conte and Amanda Page from Royal Brunei Airlines.



THE team from My Travel Solutions.



JASON Yuen

# Travel Daily

Monday 11th December 2017

#### Club Med snow in-store



**CLUB** Med has opened its first in-store boutique in the Sunshine State, revealing a new outlet inside the retail space of Snowscene in Woolloongabba, (pictured) specifically targeting travellers after skiing packages.

The unique in-store boutique concept joins a batch of other Club Med locations around the country, now numbering eight.

"Snowscene will be our first dedicated 'Snow in-store boutique' and our first to open in Queensland," said Club Med Australia & New Zealand's general manager Madeleine Clow-Suares.

"(The boutique) offers our partners a win-win opportunity to grow mutual business."

Snowscene also announced it has launched a new summer brand called Sunscene, offering clients travel options outside of its traditional winter itineraries.

Pictured inset are Club Med bdms Brendon King and Jodie Weeks with Emily Foy (nee Warbick) from Snowscene.

# ADL car charging

**ADELAIDE** Airport has unveiled the installation of electric vehicle charging stations for patrons in its public car park area, becoming the first airport in the country to offer the green service.

Premium all-inclusive resorts

Four new stations are available for use with Adelaide Airport managing director Mark Young saying the new amenities will be offered for free for the first 12 months and suggesting the move cements Adelaide Airport as "a leader in green initiatives over a number of years."

# Win with Air Canada

With Air Canada now flying to Vancouver non-stop from Sydney, Brisbane and Melbourne it's clear Australian travellers have fallen in love with Canada's beautiful west coast city. If you'd like to know what all the fuss is about, then here's your chance.

Air Canada and Travel Daily are giving away two Economy Class tickets to Vancouver - North America's most convenient gateway to Canada and the USA.

All you need to do is create a fun photo featuring Air Canada and showing how much you love Canada and send it to aircanada@traveldaily.com.au before 31 Dec.



#### Aus Zoo reopens

AUSTRALIA Zoo will re-open again today after a massive storm that swept through Queensland over the weekend causing its temporary closure on yesterday.

Winds of more than 100km/hr and 100mm of rain brought down trees and power lines at the popular attraction.

#### **EK Christmas treats**

**EMIRATES** is offering a host of Christ mas dining options for pax throughout Dec to bring in the festive season including a cocoa cake with white chocolate chips and a rolled turkey buffet.

#### HA adds SAN/OGG

**HAWAIIAN** Airlines has announced the launch of daily non-stop flights between San Diego Int'l Airport and Maui's Kahului Airport from 01 May.

HA has also added four new daily summer flights next year including a company first between Narita and Honolulu.

#### Daxing first movers

BEIJING'S new international airport to be opened in Daxing in 2019 has signed agreements with three Chinese airlines to set up shop at the new location.

China Eastern Airlines will build a US\$2b base at the new airport, while China Southern Airlines will construct a 1.08million m<sup>2</sup> base.

Capital Airlines has flagged plans to operate 50 aircraft at the new facility by 2019.

The new airport will service up to 72m pax annually by 2025.

#### Design newcomers

**DESIGN** Hotels has welcomed eight new properties to its growing portfolio.

The additions include Villa C Boutique Hotel & Santiago Hotel Cooking & Nature in Portugal, Nobis Hotel Copenhagen in Denmark, The Drifter in New Orleans, The Robey Hall in Chicago, San Francisco Proper Hotel. Tulum Treehouse in Mexico and Meson Nadi in Nicaragua.

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#### 4 Additions to your bucket list

Many people do not realise that Germany and the Czech Republic boast some truly extraordinary scenery, much of it so easily accessible.

Take Spreewald, for instance. By staying 2 nights in Lübbenau, we can enjoy an incredible day exploring the amazing labyrinth of pretty waterways.

Then, there are the two stunning National Parks of Saxon and Bohemian Switzerland. The Bastei Bridge and Königstein Castle are simply dramatic. And, for those that want a true adventure, we take you deep into the Bohemian National Park, unless of course that day you choose to stay and relax and shop in glorious Dresden. The Bastei, Königstein, Saxon Switzerland, Bohemian Switzerland?

Never heard of them? 'Google' image them and you will be simply amazed how quickly they rise up your 'bucket list'.

Luen

Euan Landborough, 'The Mo' Managing Director & Tour Designer

FIND OUT MORE ABOUT EAST GERMANY & THE GLORIOUS CZECH REPUBLIC

Note: This tour is referred to as 'Through Bohemia & Saxony' in our Small Group Touring 2018 Brochure - see page 30

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Join this unique corporate Travel Management Company in Sydney where you will be solely responsible for your region with a lot of potential to win new business. My client is looking for an experienced Business Development Manager who has come from a TMC with a strong track record in sales. Career growth is huge for the right candidate. This company offer a great base salary of \$100k and one of the best commission schemes out there.

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Thinking about a new role for the New Year? Or ready to move now? An opportunity has opened up at one of Australia's most successful travel companies. You will need to have experience in a previous BDM role to be considered for this premium positon. Work for one of the best representing an amazing product that practically sells itself. A great salary, car allowance and bonus on offer. Please call for a confidential chat.

#### HERE'S YOUR CHANCE TO STEP UP GM -CORPORATE TRAVEL DIVISION SYDNEY - SALARY \$130K DOE plus plus

This role will see you take ownership of your own department, lead this growing division to greater growth in 2018. You will be responsible for managing the P & L so experience in this area is essential. Look after the whole operation from Sales, Account Management to Consultants. If you are looking for a step up and have worked across different areas in a TMC this could be your next step, please call for a confidential chat.

#### GORGEOUS PRODUCT SALES EXECUTIVE - CRUISING SYDNEY - SALARY PACKAGE \$80K

Our client is searching for a Sales Executive who is passionate about cruising along with the ability to source and secure new business. You will have a real drive, passion and understanding of the cruising market along with the ability to establish relationships and conduct presentations to secure wins for the business. Be rewarded with a supportive team and be proud to walk through the doors with this product under your arm.

# GET IN QUICK FOR A 2018 START PRODUCT MANAGER SYDNEY – SALARY TO \$85K PLUS PLUS

Looking for a new product role? This leading wholesaler have a Product Manager role based in their CBD offices. Managing an amazing destination you will be responsible for the contracting and design of itineraries to the destination as well as Marketing, Distribution, Yield and Revenue Management. You must have recent experience in a similar role, please send a resume and cover letter to the address below.

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# PRODUCT PROFILE DESTINATION







# Winter Wonderland

The first dusting of snow brings endless possibilities to Banff National Park. As lakes freeze and snow piles up, an insatiable appetite for adventure emerges.

Banff and Lake Louise have a plethora of winter magical moments of pure joy, wonder and discovery. For clients who love snow the options are endless. Ice walks in frozen canyons, snowshoeing, dogsledding, horse sleigh rides, hot springs, ice fishing, ice climbing,

tubing, snowmobile tours, fat biking, heli sight-seeing, ice skating, winter wildlife viewing and more. At the end of a busy day there's nothing better than curling up under a blanket, next to a wood-burning fireplace with a cup of hot chocolate.

#### **WINTER FESTIVALS & EVENTS**

SnowDays, the festival of snow in Banff National Park invites visitors and locals to embrace the fun that winter brings. A 10-day long celebration held during January, the festival features a variety of events, shows, and activities that combine history, culture, and winter activities. The legendary *Ice Magic* 

Festival, also in January, lures talented ice artists from around the world.

Booking tip: winter is low season in Banff and Lake Louise, speak with your preferred suppliers for great 2018 winter deals.

#### SIGN UP & WIN!

Click here and sign up to receive more news from Banff Lake Louise Tourism by 24 December 2017 to be entered into a prize draw for one of FIVE \$100 Coles Myer gift vouchers.

