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# Travel Daily

First with the news

Wednesday 1st February 2017

**US Open 2017**

*Keith Frouse*  
TRAVEL

EXPERTS IN GLOBAL SPORT AND EVENTS

## Win a trip to Ireland!

**TEMPO** Holidays and Tourism Ireland have come together this month to celebrate St Patrick's Day by offering **TD** readers the chance to win a trip to Ireland.

The prize consists of a luxury coach tour with Tempo and return flights to Dublin.

To be in the running, show your Irish spirit by submitting a photo of yourself dressed in your best St Patrick's Day attire - see **page 7**.

## Abu Dhabi local boss

**THE** Walshe Group has named former Excite Holidays marketing communications manager Jennifer Gaskin as the new country manager for Abu Dhabi Tourism & Culture Authority.

Gaskin was with Excite Holidays for three years.

### Today's issue of TD

**Travel Daily** today has seven pages of news and photos, a front cover page for **Silversea Cruises** plus full pages from:

- Leading Hotels of the World
- Travel Trade Recruitment
- Women for Women
- Express Travel Group

## WA backs PER/LHR route

**THE** Western Australian govt today revealed it had finalised a multi-million dollar arrangement with Qantas to promote the airline's new Perth-London route and establish PER as a new hub.

Qantas and Tourism Western Australia will inject \$2.85 million each in creating awareness of the new route, earmarked to enter service using Boeing 787-9 *Dreamliner* aircraft in Mar 2018.

WA Premier & Tourism Minister Colin Barnett said the investment would span a range of activities,

including the promotion of Perth as a stop-over point for Australian overseas travellers, and entice dispersal of visitors to regional part of the state.

"We have all seen what becoming an airline hub has done for cities like Singapore and Dubai, and the same can happen here in Perth," Barnett said.

"Knowing they have to fly through WA, people will look to break up their journey and the marketing activity from this deal will promote what's on offer in Perth and regional areas."

Barnett previously referred to Qantas' PER/LHR route as a "game-changer", saying it has the potential of injecting up to \$36m in visitor spend into the WA economy each year.

The combined \$5.7m marketing deal spans 2016/2017 to 2018/19.

Marketing activity will include traditional mainstream advertising to social media campaigns and co-operative deals with travel booking websites.

WA has committed \$14m to add border services at Perth Airport's domestic Terminal 3 (**TD** 12 Dec).

## LHW NY incentive

**AGENTS** booking clients at a Leading Hotels of the World property between now and 24 Mar, for stays until 31 Jul, have the chance to win one of eight fabulous accom prizes.

Prizes include 12 night packages in Switzerland and Holland, 11-nights in the USA and 9-night prizes in Italy and South America.

The New Year Travel Agent Incentive is based on top revenue bookings (that are registered by 27 Mar) over the period via LHW channels - full details on **page 8**.

## Silversea flight offer

**FREE** Economy class round-trip flights to the Mediterranean are available when booking select Silversea 2017 voyages aboard *Silver Cloud*, *Silver Wind*, *Silver Spirit* and *Silver Muse*.

The same deal is being offered on a choice of Northern Europe sailings on *Silver Cloud*, *Silver Wind* and *Silver Whisper* when booked before 28 Feb.

Silversea clients can also upgrade to Business class flights priced at \$4,998 per person.

Guests paying in full by 28 Feb for their cruise departing between Jul 2017 & Dec 2018 can save an extra 10% - see **cover**.

## ETG product profile

**TODAY'S** issue of *Travel Daily* features a full page product profile of Express Travel Group (ETG) which details the vision of the independent travel business.

ETG is made up of three retail divisions - Select Travel Group which has 350 members across the country, the low-cost Independent Travel Group arm and Australia's newest retail agency network, italktravel.

See the **last page** for more info.

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## Trafalgar extends

**TRAFALGAR'S** \$899 air deal to Britain and Europe will now be offered until 22 Feb.

The deal covers 109 tours and provides flights from the major capitals with Qatar Airways, Cathay Pacific and Etihad.

Trafalgar says the offer will be its "last air deal of the year."

## PONANT revamp

**PONANT** is preparing for the Mar departure of its Australian director of sales Steve McLaughlin with a restructure.

Asia Pacific Chairman Sarina Bratton said a new role would be created for a regional commercial director, to be appointed in the next few weeks.

The new hire will report to vp Asia Pacific Monique Ponfoort.

## Intrepid plea to Trump

**INTREPID** has joined the international backlash against travel bans imposed by US President Donald Trump, highlighting the free movement of people across borders as a cornerstone of democracy.

In an open letter penned to travellers, Intrepid's global md James Thornton makes a passionate plea for the US to wind back its new policies.

"The free movement of people between borders is one of the fundamental building blocks of democracy," Thornton writes. "It's a freedom that should be unfettered by race, religion, gender, sexual orientation or ability. Available to all. And especially to those fleeing persecution, war, violence and tyranny," he says.

The letter comes as the United Nations World Tourism Organization (UNWTO) issued a condemnation of President Trump's executive orders, which affect nationals of seven Middle Eastern countries.

"The travel ban, based on nationality, is contrary to the principles of freedom of travel and travel facilitation promoted by the international tourism community and will hinder the immense benefits the tourism sector brings in terms of economic growth and job creation to many countries, including the USA," it said.

The US Travel Association has also issued a statement, saying the American travel community "strongly supports efforts to ensure that visitors... are unimpeachably legitimate".

"We urge the administration to conduct this review quickly, and trust that it will yield an even more secure travel security system," said the association's president and ceo Roger Dow.

To read Thornton's full letter, see **TD's** Facebook page [HERE](#).

## TFE Brisbane addition

**BRISBANE'S** Gambaro Hotel on Caxton Street will now be managed by TFE Hotels.

The contemporary design hotel has a 60-year heritage in Brisbane under the steerage of the Gambaro family and is located in the Petrie Terrace entertainment precinct close to the city centre.

TFE Hotels ceo Rachel Argaman said the 68-room property marked the start of further expansion in 2017, with 17 other hotels in the pipeline.

## DCVB rebrands

**DALLAS** Convention & Visitors Bureau has embarked on a rebrand, introducing the new name VisitDallas.

The organisation's president and ceo Phillip Jones said as the city's product continued to grow and evolve, its brand should too.

The new name would better represent the city as a leisure destination, not just for business meetings and conventions.

"It's so much easier to say, it means so much more to our customers," Jones said.

## AA to pull QF code off three US routes

**AMERICAN** Airlines will pull its codeshare arrangement with Qantas on three routes between Australian and America, the US carrier confirmed overnight.

The move is part of QF and AA's plan to re-file for a new trans-Pacific alliance after the US Dept of Transportation (DOT) rejected its original proposal (**TD** Mon).

"In the interim, we must modify our codeshare with Qantas to protect our commercial interests following the DOT's disappointing decision not to grant antitrust immunity in late 2016," AA said.

American Airlines will remove its code on Qantas' flights between Sydney & Dallas/Fort Worth, Los Angeles & New York from 30 Sep.

"American and Qantas remain long-term partners and are committed to finding ways to work together in the future.

"We are hopeful our new application will get a fair review under the new administration by making a stronger case for the even greater consumer, tourism and trade benefits that would come with antitrust immunity," the airline said in a statement.

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## Qantas revamps Aquire

**QANTAS** has this morning replaced its business rewards program Qantas Aquire with Qantas Business Rewards (**TD** breaking news).

The new scheme features three levels of membership based on how many points are earned during a membership year.

Each level progressively offers a higher rate of Qantas points earned and unlocks discounts on the base price of selected fares.

It is in addition to the points and credits an employee earns as a Qantas Frequent Flyer.

The airline has ditched the requirement for members to earn a minimum of 20,000 points by two flyers each membership year to receive Aquire Points and instead, Qantas Points can now be earned on eligible flights from the first dollar spent.

The concept of "pending points" has also been dropped and any existing Aquire Points and Pending Points have been

converted into Qantas Points.

Businesses must transfer Qantas Points earned to a QFFF account in order to redeem them, at a minimum of 3,000 per transfer.

"Qantas Business Rewards works in much the same way as Frequent Flyer, with a mix of partners that reflect the kind of transactions small businesses make most often, including air travel," explained Qantas Group ceo Alan Joyce.

## TNZ Vic campaign

**MELBOURNIANS** are being encouraged to head to Northland in the autumn in Tourism New Zealand's first single region marketing promotion.

The campaign 'Every day a different journey in Northland' kicks off this week and will run in the Victorian capital to mid-Mar.

Scenes from the region are being pushed out across Facebook and outdoor advertising and a giant mural of Tāne Mahuta, a kauri tree in the Waipoua Forest has been painted in Melbourne by New Zealand born artist Monique Barnett.

The push is a test of whether TNZ can influence a shift in traditional travel patterns to a single region.

Backed by trade and PR activity, Flight Centre is involved in the campaign, along with Northland NZ and Air New Zealand.

## NZ arrivals soar 16%

**HOLIDAY** arrivals to New Zealand in 2016 grew by 16.2% on 2015, reaching a record 1.8m.

Last year, Tourism New Zealand spent its entire marketing budget promoting shoulder season travel, and arrivals for the spring season rose at a faster rate (16.1%) than the first month of the summer peak season (11.1%).

"This level of growth is bringing benefits to many New Zealanders," said Brighid Kelly, acting TNZ chief exec.

## Margaret River air

**MARGARET** River is a step closer to welcoming direct flights from the east coast after the first sod was turned to mark the expansion of the area's airport.

The Busselton-Margaret River Regional Airport will be upgraded at a cost of almost \$70 million in a project jointly funded by the West Australian, Commonwealth and local governments.

State Regional Development Minister Terry Redman said the new airport would be a "game changer" for the region.

"The development of interstate air services to the region will attract new interstate visitors and bring additional tourism opportunities, which will have significant benefits for local businesses and enable broader economic and industry development in the South-West," Redman said.



## Window Seat

**JAPAN** Airlines let passengers bring their pups into the cabin as part of a new tour on Fri.

The three-day package included a stay in a dog-friendly hotel and transport in rented cars, *The Metro* reports.

Departing from Tokyo Narita Airport in Japan, the service flew to Kagoshima Prefecture in southwestern Japan.

The charter flight, dubbed the "wan wan jet" sold out within an hour of going on sale in Dec.

A passenger and his pooch are pictured on the flight.



## Finnair Europe flights

**NON-STOP** Finnair flights to Finnish Lapland from London, Paris, Frankfurt and Zurich will take to the skies from mid-Dec until the end of Mar.

Capacity and flights to Lapland from Helsinki Airport will be beefed up for the 2017/18 European Winter season to offer more connections.

## Resource sponsor

**OUTSOURCING** hub Resource has sponsored the Travel Industry Mentor Experience (TIME).

Director of Resource, Maxine Wiggs said the company is thrilled to be part of the TIME program.

TIME is currently taking applications for its intake of mentees commencing on 22 Feb.

To get involved, go to [travelindustrymentor.com.au](http://travelindustrymentor.com.au).

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Follow in your favourite literary characters' footsteps in the February issue of *travelBulletin*.

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



## New Cal safety woe

**SMARTTRAVELLER** is recommending Aussie travellers take particular caution when venturing on the RP1 through St Louis, New Caledonia due to occasional but serious security incidents on the route.

Yesterday local authorities put an overnight curfew into place (1900-0530) on the road.

DFAT's advice for New Caledonia remains at "exercise normal safety precautions".

## Bellview Hotel sold

**SYRIAN** investor Ghassan Aboud has snapped up almost 3,000m<sup>2</sup> of Cairns property, with plans for an \$100m hotel development on the site.

Budget accommodation The Bellview Hotel and its neighbouring office building Virginia House changed hands yesterday, the *Cairns Post* reports.

A "premium" property will be built in the Bellview's place.

## BA expands MAN

**BRITISH** Airways has scheduled seven new routes from Manchester Airport and three new destinations from London Stansted, effective May.

The airline will operate summer-only direct flights from Manchester to Alicante, Malaga, Ibiza, Palma, Mykonos, Nice and London City Airport.

Out of Stansted, BA will launch services to Florence, Geneva and Nice and increase frequency on routes to Ibiza and Palma.

Flights to Malaga and Faro will also resume for the season.

## Tangalooma promo

**THE** renovated Tangalooma Island Resort on Moreton Island is throwing in one of six free island experiences valued up to \$1,000 with all 2017 MICE bookings.

Offerings include a beachside BBQ feast, island expedition, entertainment, bar tab & more.

It is valid for travel until Aug.

## travelBulletin evolves online

**TRAVEL Daily's** sister publication *travelBulletin* has unveiled an all-new website, launched in tandem with the first edition of 2017.

From today, readers can view the entire edition in a clear online format thanks to the latest generation flip-book technology, which also allows it to be downloaded and shared with colleagues.

The revamped website features a crisp look and layout that makes it even simpler to enjoy all the latest industry news and issues.

Plus, *travelBulletin* is still available to subscribers in its high-quality print format, offering Australia's leading travel industry insight and analysis.

The Feb issue features an exclusive interview with APT patriarch Geoff McGeary - an icon



of the Australian travel industry who went from driving (and repairing) buses to running one of the country's biggest tour and cruise operations.

To view the latest issue or arrange a subscription, visit [www.travelbulletin.com.au](http://www.travelbulletin.com.au).

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## America. The Great!

Discover the most popular destinations in the USA and you could be on your way to winning your own stateside adventure!

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## YOTEL UK expansion

**YOTEL** has this week announced plans to expand into central London with the opening of YOTEL Clerkenwell in 2018.

The 212-room property will feature monsoon rain showers, mood lighting and smart TVs.

Onsite facilities include a gym, bar, dining options and YOTEL's Club Lounge concept.

## Collette Japan tour

**TRAVELLERS** wanting to explore Japan's sights and sounds will be able to take advantage of Collette's new tour.

The 13-day Cultural Treasures of Japan itinerary begins in Tokyo and visits Hakone, Takayama, Kanazawa and Kyoto.

Highlights include an exploration of the Ginza district, a hot spring experience on the shores of Lake Ashi and a chance to travel on the famous Shinkansen bullet train.

This latest tour expands Collette tours to 170 across 56 countries.

For information on the new offering or for departure dates, [CLICK HERE](#).

## AB/UA blanket c'share

**GERMAN** carrier airberlin has sought a blanket statement of authorisation from the US govt permitting it to display United's designator code on flights it operates on a wet lease on behalf of Eurowings and Austrian.

The arrangement would span a range of flights between the EU and US, between the ECAA and EU and other regions.

## Hawaii record visits

**HAWAII** set new arrival records in 2016, welcoming 8,941,394 travellers - an increase of 3% on the prior corresponding period.

Australians visiting the Aloha State remained virtually unchanged last year at 335,753, however numbers dipped by 2.3% to 28,826 visitors in Dec.

Despite the slight downturn in Dec, the overall daily spend for Aussies in 2016 increased to an average of US\$276 per person from US\$264 in 2015.

In Dec alone, 828,473 visitors made their way to Hawaii which represented a 3.6% increase in numbers year-on-year.

Visitor spending has totalled US\$1.7b - a whopping 5.1% above the total recorded in during the same period in 2015.

## BNE major contract

**MCCONNELL** Dowell has been awarded with the \$120 million contract to construct the Dryandra Road underpass which is part of Brisbane Airport's new runway development.

Brisbane Airport Corporation md Julienne Alroe said the Dryandra Road project was a "significant component of the overall contribution to jobs for the region".

Works are expected to begin from Mar with a completion date of Aug 2019.

The contract will create up to 300 new jobs during the build.

## Pahang Malay app

**A NEW** Visit Pahang Malaysia app has launched to help travellers plan their holiday.

The free mobile app is a comprehensive directory which promotes various destinations, sights and places of interest right across the state.

## TravelManagers cruise Danube



**TEN** Personal Travel Managers boarded the *MS AmaReina* recently for an APT River Cruise exploring the Danube from Budapest to Nuremburg.

Hosted by APT and TravelManagers, the seven-night famil gave the PTMs a chance to sample first-hand a product they had been selling.

"The ability to experience for myself a river cruise was invaluable to see how everything works," said Pamela Baas, representative for Wallsend, who was on board the ship.

"What an easy and enjoyable way this is to see some of the highlights of Europe."

**Pictured** at an exclusive private

orchestral concert in the city Palais Liechtenstein are (from left) TravelManagers finance manager Tanyu Cilek with Lana Kanchik, Carolyn Burgmann, Pam Baas and Mamita Mishra.

## Minor Hotels appoints

**ALEJANDRO** Bernabe has been named as AVANI Hotels & Resorts' new group director.

He brings to the table 20 years' of global hospitality experience and has been tasked with driving performance of AVANI properties in terms of sales, distribution, marketing, PR, brand standards and guest experiences.

## NZ smart shuttle

**AN ON-ROAD** research trial for a driverless Smart Shuttle has launched at Christchurch Airport.

The Smart Shuttle has the capacity to carry 15 people, has no steering wheel and is powered electrically.

Trials for the new shuttle have comenced on private roads within the airport campus.

## bmi ups bag weights

**BMI** Regional is set to up its complimentary baggage allowance from 20 to 23kg in line with British Airways.

Additional bags will be bookable via the contact centre or online for a set fee or at airports for £80 (AU\$132.62) each way, and sports equipment for £45 (AU\$74.60) each way.

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Applications close Friday 17th February 2017.

**Please send your Cover Letter and Resume to**  
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# A taste for Delta's delights



**CORPORATE** Traveller account managers took a sneak peek behind the scenes at Gate Gourmet's airline catering centre in Sydney recently.

Commenting on the visit, Corporate Traveller team leader Kelly Thomas said the day helped her account managers better understand the Delta experience.

"Getting to see what customers enjoy when travelling with Delta truly helped my team put themselves in the traveller's shoes," she said.

"As account managers we want to align our customers with the

right travel partners - partners who understand the value of the traveller experience and deliver on this."

Hosted by Delta Air Lines, the day included a tour of the catering facility before agents tucked into a delectable lunch served from Delta's inflight menu.

**Pictured** above at Gate Gourmet are Corporate Traveller's Scott Crane; Tore Bruce; Solinda Person; Laura Weatherstone; Jamie Bunn from Delta; Cate Moodie; Joe Hall; Kelly Thomas; Louise Larsson; Felicity Habgood and Olivia Leon.

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- Training of the travel trade on the destination product and experience.
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The successful candidate will possess a minimum of 5 years' proven sales management experience in hotels / airline / travel / destination sales, working within the leisure and corporate travel markets in Australia.

If you would like to join a dynamic team and your experience meets the above criteria, please send your CV to Fiona Stewart at [fiona.jking@associates.com](mailto:fiona.jking@associates.com)

## WA Museum project

**WORK** has started on preparing the site of Western Australia's \$428.3 million new museum which will be located in the heart of the Perth Cultural Centre.

"This is an exciting moment for Perth and WA, with up to 3,300 jobs expected to be created during the construction phase and 80 per cent of the project's goods and services to be locally sourced," WA Culture and the Arts Minister John Day said.

The new museum which is both on-time and on budget at this stage is scheduled to open its doors to visitors in 2020.

## Uniworld Godmother

**UNIWORLD** has announced actress, best-selling author and producer, Dame Joan Collins as the Godmother of its newest Super Ship *Joie de Vivre*.

President and ceo of Uniworld Ellen Bettridge said Collins "epitomises the joy of living philosophy that is reflected in every bold detail and gentle touch of our newest Super Ship".

She will officially welcome the new vessel to the Uniworld fleet at a christening ceremony to be held in Paris, France on 27 Mar.

## Pullman Reef refurb

**THE** Pullman Reef Hotel Casino in Cairns has revealed a fresh new look following a \$6.5 million renovation.

Its on-site live music venue, Bar36, has been fitted out with a new stage and state-of-the-art audio visual gear while the space surrounding the bar now boasts an interactive LED floor.

## VA/Alliance respond

**THE** Charter Alliance proposed by Virgin Australia and Alliance Airlines will unlikely have "any material adverse effect on competition" for at least the first five years of operation, the carriers have told the ACCC.

In a submission responding to the ACCC's Draft Determination citing the pact would likely lessen competition in the Western Australian FIFO market, Virgin and Alliance said there would be "no material overlap" of their operations outside of WA.

They argued the alliance will "clearly enhance the competitive offer available to FIFO customers in those areas.

"The fundamental rationale for the Charter Alliance is to provide a superior, more competitive product to corporate charter customers and not to increase prices or reduce services levels," the airlines said in an 82-page file registered with the ACCC on Mon.

The ACCC expects to hand down a final decision on the pact in Feb.

## UTC appointment

**THE** Unique Tourism Collection has appointed Malene Bertelsen to the newly created position of director of business development, based in Perth.

With over 25 years' experience in hotels and travel, she will be responsible for developing group and corporate business for UTC.



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Email a resume by 13 Feb to [Tracey@mwtravel.com.au](mailto:Tracey@mwtravel.com.au) to apply.



## SYD Xmas appeal

**THE** Sydney Airport Community Christmas Giving Appeal raised a record \$316,000 for Ronald McDonald House Charities.

Sydney Airport md & ceo Kerrie Mather welcomed the outstanding result and thanked everyone involved in the six-week fundraising drive.

In the past five years the airport has raised more than \$1.1 million through the appeal.

## India ATM cap cleared

**THE** Reserve Bank of India has confirmed the cap on cash withdrawals in the subcontinent has been removed.

The cap came into play last year when the govt withdrew 500 and 1,000 rupee notes from circulation (**TD** 06 Jan).

The central bank still warns individual institutions may retain their own operating limits.

## Parachute champs

**THE** Australian Parachute Federation (APF) will descend on the Gold Coast for its world championships in 2018.

Australia submitted a bid over six months ago, to host the event.

Qld Minister for Tourism and Major Events Kate Jones said the 2018 World Parachuting Championships was another win for Gold Coast tourism.

"We know the 2018 World Parachuting Championships will bring close to 1,000 international skydivers to the Gold Coast," Jones said.

## Hawker acquisition

**HAWKER** Pacific has announced the acquisition of Adagold's Fixed Base Operations (FBO) in Cairns and Brisbane.

The move strategically positions Hawker Pacific for growth opportunities in Queensland.

VP of FBO Australia Graham Owen said with the recent improvements in the mining industry in Queensland there was an expected lift in the FIFO sector and they were focused on meeting this growing demand.



# Accommodation Updates

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes of which you would like to make the industry aware, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



**AYANA Resort and Spa Bali** has unveiled 24 new spa treatment suites. Set on either side of a garden courtyard, the fresh suites are fitted out with dark teak wood, intricate Balinese wall carvings, premium fabrics and ceramic flooring. AYANA now offers a total of

53 spa treatments rooms - ideal for accommodating large MICE groups and wedding parties.



**Papaya Playa Project** in Mexico has launched a new eco-designed Treehouse. As with the resort's 85 casitas and cabanas, the new treehouse has been ecologically built with indigenous materials and age-old Mayan construction techniques. The treehouse offers 360-degree views over the jungle & Caribbean Ocean.



The five-star **Hyatt Regency London - The Churchill** located in London's West End has revealed a multi-million pound refurbishment. Renovations included the addition of six new guest rooms, bringing the total number of rooms and suites in the

luxury accommodation to 440. The hotel has also completed a refresh of three meeting and event spaces: the Blenheim, Marlborough and Spencer Suites.

## LA Games bid doubt

**LOS** Angeles' bid for the 2024 Summer Olympics is reportedly in jeopardy due to the US President's ban on seven Muslim majority nations.

US member of the International Olympic Committee's Cultural and Heritage commission David Wallechinsky told the *New York Times* that the situation was a blow to the Los Angeles bid - not fatal but a blow".

The policy could also damage efforts to bring the 2026 soccer World Cup to the US.

## VS appoints DTWM

**VIRGIN** Atlantic has extended its sales and marketing representation with Discover the World Marketing to incorporate Belgium, Netherlands and Luxembourg.

It is expected that this new partnership with the Benelux countries will help push visibility and sales.

## AKL traffic record

**AUCKLAND** Airport saw record results in Dec last year with passengers numbers reaching the highest level ever for a single month.

Dec saw 960,861 overseas passengers pass through the airport, up 13.1% on Dec 2015.

The strong growth was put down to capacity increases on North American and Asian routes.

Dec also saw 47,582 int'l pax pass through Queenstown airport, up 16.4% year-on-year; 61,218 came through Cairns Airport, up 15% on the prior corresponding period and 63,027 visited Mackay, down 9.1% y-o-y.

## ITP Egypt partner

**INTERNATIONAL** Travel Partnership has announced the appointment of Golden Tours as its travel partner in Egypt.

Golden Tours was established over 40 years ago and is a key player in the Egyptian market.



This month Travel Daily, Tempo Holidays and Tourism Ireland are giving agents the chance to win a trip for two to Ireland.

The winner will travel on a luxury coach around Ireland for a week, and the prize includes return flights.



To win, show your Irish spirit by dressing up in your best St Patrick's Day outfit and send a photo through. Best photo wins! Get your whole office involved! Send entries to [tempo@traveldaily.com.au](mailto:tempo@traveldaily.com.au)

Terms and conditions apply

**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](http://www.traveldaily.com.au).

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## BOOK LHW TO *WIN* AMAZING ACCOMMODATION PACKAGES!

The Leading Hotels of the World is excited to launch our **New Year Travel Agent Incentive**. This is your chance to **Win** a fabulous accommodation package at some of the world's most luxurious hotels!

We have 8 accommodation packages available to **Win**:

<b>1</b> 7 NIGHTS IN SOUTH AMERICA	<b>2</b> 9 NIGHTS IN ITALY	<b>3</b> 9 NIGHTS IN ITALY	<b>4</b> 12 NIGHTS IN ENGLAND AND FRANCE
Stay at Grand Velas Riviera Maya (Playa Del Carmen), The Singular (Patagonia) and The Singular (Santiago)	Stay at Aldrovandi Villa Borghese, (Rome), Le Sirenuse (Positano) and Capri Palace Hotel & Spa (Anacapri)	Stay at Gran Melia Villa Agrippina (Rome), Hassler Roma (Rome) and Castello del Nero Hotel & Spa (Tuscany)	Stay at The Ritz London, One Aldwych, (London), The Milestone Hotel (London) and La Réserve Paris Hotel and Spa
<b>5</b> 12 NIGHTS IN SWITZERLAND AND HOLLAND	<b>6</b> 11 NIGHTS IN USA	<b>7</b> 9 NIGHTS IN SOUTH AFRICA	<b>8</b> 12 NIGHTS IN ASIA
Stay at Hotel d'Angleterre (Geneva), The Dolder Grand (Zurich), De L'Europe (Amsterdam) and Conservatorium Hotel (Amsterdam)	Stay at The Kahala Hotel & Resort (Honolulu), Mr. C Beverly Hills (Los Angeles), Malibu Beach Inn (Los Angeles) and The Lowell (New York City)	Stay at Saxon Hotel, Villas & Spa, (Johannesburg), Cape Grace (Cape Town) and Thanda Safari (Hluhluwe)	Stay at The Reverie Saigon (Ho Chi Minh), Capella Singapore, The Legian Bali and Nihiwatu (Sumba)

TO BECOME ELIGIBLE TO **WIN** ONE OF THESE VALUABLE ACCOMMODATION PACKAGES, SIMPLY BOOK YOUR CLIENTS AT A LHW MEMBER HOTEL BETWEEN 30 JANUARY AND 24 MARCH 2017, FOR STAYS BEFORE 31 JULY 2017 AND REGISTER YOUR BOOKING!! **EASY!**

Bookings can be made via GDS (LW chain code), LHW Reservations via phone or email [reservations.sydney@lhw-offices.com](mailto:reservations.sydney@lhw-offices.com) or visit [LHW.com](http://LHW.com)

Sydney (02) 9377 8444 • Australia-wide (1800) 222 033 toll free  
New Zealand 0800-441-016 toll free

To register your booking to **Win** simply click **2017 LHW TA Incentive**

### Terms and Conditions:

- All bookings booked between 30 January and 24 March 2017 via LHW channels apply to register.
- Registrations to be completed by 27 March 2017 to win. Bookings must be for stays before 31 July 2017 and must be active on 27 March 2017.
- One registration per booking applies. Agents can register unlimited times over incentive period.
- Prizes will be allocated to top revenue bookings over the incentive period.
- Travel agents can nominate their top 3 preferred prizes. This is a nomination only and not guaranteed.
- Prize vouchers are valid for 12 months only – travel must be completed within the 12 months and is strictly subject to availability.
- Prize vouchers are transferable to colleagues, with approval by LHW.
- Prizes will be drawn on 30 March; winners will be advised via email.



*Working in partnership with the Australian Travel Industry*

### Online Customer Support

**Brisbane CBD. Competitive Base + Incentives, Ref: 1797SF1**

Do you love working in travel, but feel like you're ready for a new challenge? If you have excellent attention to detail, love providing excellent customer service, and if you thrive in a fast-paced environment, your new challenge has arrived! In this role, you will be providing support to customers who have made their bookings online and who have changes and enquiries. You need strong GDS and airfare knowledge, solid retail or wholesale experience, and great problem solving abilities.

For more information please call Shayna on (07) 3123 6107 or click [APPLY](#) now.

### Online Travel Consultant

**Sydney, \$40-50k + Super, Ref:1854SJ8**

I'm looking for a travel industry professional who wants to step away from face to face sales & work for a leading online travel provider. You will be booking packages & tailor making international holidays as well as assisting with online bookings while always delivering excellent customer service. A fun & vibrant team in luxurious CBD offices & a real chance for career progression. A great base salary is on offer with lucrative commissions & the chance to work for an industry leader.

For more information please call Sarah on (02) 9119 8744 or click [APPLY](#) now.

### Online Cruise Consultant

**Melbourne, \$40-45k + Incentives, Ref: 2669KF1**

Leading cruise specialist located in Melbourne! This is a great opportunity for an experienced cruise specialist or travel agent with solid cruise knowledge! You will answer all incoming enquiries from customers in an office environment. The company prides themselves in having solid repeat and referral customers so customer service is the key to succeed within this position along with your great sales skills. This role is for someone that is happy to be part of an ever growing and stable team!

For more information please call Katie on (03) 9988 0616 or click [APPLY](#) now.

### Wholesale & Leisure Travel Consultant

**Adelaide, DOE + Super, Ref: 2679HC1**

This well respected travel company is expanding rapidly due to growth and they are looking for a wholesale travel consultant to join their fun and enthusiastic team. This role is a fantastic opportunity to join one of the leading travel companies. Every day will be different with plenty of enquiries coming through! Book hotel, flight and tour reservations for individuals and groups direct with the suppliers and create tailor-made itineraries.

For more information please call Hannah on (08) 6365 4313 or click [APPLY](#) now.

### Senior Travel Consultant

**Gold Coast, \$45k + Incentives, Ref: 2688CN1**

Step into a supportive environment in travel sales. You are booking holidays for repeat and referral customers that get added bonuses by using packages on offer with this business. Working in a busy retail store, selling international travel packages, using a GDS to book flights & holidays to earn even more monetary bonuses. Experience in the travel industry as a travel agent is a must. An attractive package and long term career with a supportive environment are perks to this role.

For more information please call Chandini on (07) 3123 6107 or click [APPLY](#) now.

### Reservations Sales Agent - Immediate start!

**Eastern Suburbs Sydney, Circa \$40k OTE + Super, Ref: 2659SO3**

Looking for several reservations sales to work both in their wholesale division and river cruising division to handle customer telephone and email enquiries efficiently and promote the product range and process customer bookings. You will be providing excellent customer service and consistently exceeding individual performance standards. You will participate in ongoing learning and development activities and staying abreast of competitor activity. 1-2 years' travel experience required.

For more information please call Sasha on (02) 9119 8744 or click [APPLY](#) now.

### Retail Travel Consultant

**Melbourne, Circa \$40-50k + Bonus, Ref: 2692HC1**

We are looking for a dynamic individual to join this fantastic team selling travel products in a face to face retail environment. The successful candidate must have at least 1.5 years of experience in a customer facing role selling travel itineraries. We are looking for someone who is confident in selling worldwide destinations and has excellent customer service skills. In return you will be rewarded with an attractive package + superannuation with loads of travel opportunities!

For more information please call Katie on (03) 9988 0616 or click [APPLY](#) now.

### Business Development Manager

**Perth, Competitive + Bonus, Ref: 2226SJ1**

Do you have sound understanding of Corporate Travel Sales, BD experience and a proven sales record? A leading Travel Management company are looking for a new BDM to assist with their ongoing expansion across the travel market. You will be sourcing new leads, building rapport and developing relationships with key prospects. Targeting the SME market there is fantastic earning potential and this is a great chance to develop your managerial and corporate travel experience with a leading TMC.

For more information please call Sarah on (08) 6365 4313 or click [APPLY](#) now.



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# WOMEN FOR WOMEN ON INTERNATIONAL WOMEN'S DAY



An initiative to help drive more female leaders in our industry.

An entire day dedicated to personal development for females.

400+ amazing women in Travel Hospitality & Tourism are invited to a fun packed day to hear inspiration, motivation and build confidence from these inspiring female leaders.

Male supporters of female leaders are also welcome to attend.

Dockside Venue Cockle Bay Wharf, Sydney - 8th March 2017 - 9.30am until 5.30pm

## SPEAKERS

 <b>Penny Spencer</b> Managing Director Spencer Travel	 <b>Jennifer Vandekreeke</b> Vice President ANZ Carnival Cruise	 <b>Alex O'Connor</b> Managing Director Insight Vacations	 <b>Anna Guillan</b> Regional Director Sales & Marketing One&Only	 <b>Turia Pitt</b> Motivational Speaker	 <b>Michelle Beveridge</b> CIO Intrepid Group
 <b>Kaylene Shuttlewood</b> Managing Director Pacific Travelport	 <b>Katrina Barry</b> Managing Director Contiki	 <b>Laura Ruffles</b> Global COO/CEO ANZ Corporate Travel Management	 <b>Lisa Akeroyd</b> Managing Director Carlson Wagonlit Travel	 <b>Lynne Clarke</b> Managing Director MSC Cruise	 <b>Kathryn Robertson</b> Regional General Manager Air New Zealand

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# Express Travel Group

## Australia's largest independent and integrated travel business.

The Express Travel Group (ETG), formerly known as the Orient Express Travel Group is a proudly Australian owned and operated travel company headquartered in Melbourne, and with offices in Sydney, Brisbane, Adelaide and Perth.

In its 33 years of existence, the Company has developed into one of the most respected travel groups in the country, representing the largest group of independent travel agencies in Australia, with currently over 700 members and growing. These agencies are members of the Company's agency groups, the Select Travel Group, the Independent Travel Group and italktravel retail franchise network.

The vision of the Company is to be Australia's leading independent, integrated travel business. As a

business of reference, providing opportunities for success to staff, agency members and partners through service excellence, innovation and reward.

The values underpinning the vision of the Company include performance, integrity, reliability, teamwork, empathy, initiative and social purpose.

## Smarter. Faster. Stronger.

### SELECT TRAVEL GROUP

The Select Travel Group tagline 'we speak your language' signifies the diversity and strength of this group; currently with over 350 members across the country. Predominately within Chinatown areas, Select Travel Group members also extend out into Vietnamese, Thai, Indian communities and more.

### INDEPENDENT TRAVEL GROUP

This group offers agents a flexible,

transparent, low-cost and non-mandatory core support service with a very low annual membership fee which includes access to the Express Ticketing suite of products as well as access to exclusive Air and Wholesaler deals, Technology Services and Operations Support.

### ITALKTRAVEL

Creators of unique and memorable travel experiences. italktravel is Australia's newest and most exciting retail travel agency network. With stores across all major states, talk to us about joining this fresh franchise group that offers exclusive territory, targeted marketing specific to your business, no competing website, lower fees, higher rebates and more!

## CONTACT US

Phone: 1300 163 367

Website: [www.etg.travel](http://www.etg.travel)