



Travel Daily

First with the news

Friday 17th February 2017



NCLH signs for six

NORWEGIAN Cruise Line Holdings is investing up to €4.8b into its future, inking a new deal with shipbuilder Fincantieri for up to six next-gen "extraordinary" ships for Norwegian Cruise Line.

The deal consist of four 140,000-gross tonne ships (valued at €800m each) to be delivered each year from 2022 to 2025 and two extra options, potentially joining NCL's fleet in 2026 and 2027.

Accommodating up to 3,300 pax, the new class of vessel will build upon Norwegian Cruise Line's "successful offering of freedom and flexibility" found on Breakaway-Plus Class ships.

"A priority of the prototype design is energy efficiency, with the aim to optimising fuel consumption and reducing the impact on the environment," the cruise line said overnight.

NCL president & ceo Andy Stuart said the next-gen ships would offer "innovative experiences".

Virgin takes domestic hit

VIRGIN Australia has deferred delivery of its first Boeing 737MAX aircraft until late 2019 as it tackles difficult conditions in the domestic market.

The move will allow it to delay \$350 million in capital expenditure and comes as it revealed a 48% slide in profits for the first half of the financial year.

The group's underlying profit before tax was \$42.3m, a \$39.2m drop on the same period last year (**TD** breaking news).

Group revenues were down 9% to \$2.6b and group underlying EBIT was down 20.9% to \$127.7, which VA attributed to ongoing subdued trading conditions in the domestic market.

While local conditions were tough, Virgin International posted a profit of \$800,000 after its underlying EBIT loss of \$30.8 million in the previous first half.

The group also reported its

highest total cash balance of almost \$1.6 billion and achieved a debt reduction of \$936.3 million.

MEANWHILE, VA has unveiled plans to codeshare with HNA Aviation on new flights to Hong Kong starting mid-year, operated by A330s, subject to approvals.

Specific origins from Australia have not been revealed, however VA said it planned to codeshare with Hong Kong Airlines, Hainan Airlines and other HNA Aviation airlines on the route/s, along with services to/from mainland China at a later date.

Last year, VA was approved to launch flights to Beijing (**TD** 20 Jun), a destination rival Qantas added to its network last month.

HNA's Beijing Capital Airlines, Hainan Airlines & Tianjin Airlines will be able to sell on VA's trans-Tasman and domestic network.

A reciprocal frequent flyer scheme is also planned.

Reserve SYD int' spot

SYDNEY Airport will introduce the option for guests to reserve a guaranteed space at International P7 from 01 Mar when booking online prior to arrival.

"It's our new parking option that enables you to park ultra close to the terminal in your own designated area," SYD says.

Guaranteed space is already available at SYD's Domestic P1.

CMG correction

FORMER directors of Cruise Marketing Group, Geoff Hackett and Peter Marshall, resigned from their roles just over a year ago, not last month as reported in yesterday's issue of **Cruise Weekly**.

Today's issue of TD

Travel Daily today has six pages of news and photos, plus a full page from: (**click**)

- Travel Trade Recruitment



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Mantra profits up by 15%

MANTRA Group boosted profits by more than 15% y-o-y in the six months to Dec 31, driven by new hotels and boom in tourism.

In its first-half results released this morning, Mantra revealed an underlying net profit after tax of \$31.8 million, up \$4.2 million on the previous first half.

Its earnings (EBITDAI) were up 10.3% to \$58.7 million, which Mantra said put it on track for a full year figure of between \$101 million and \$107 million.

Mantra Group ceo Bob East said the first half had delivered another strong performance with continued growth in both revenue and profitability.

"This improvement was driven by four new properties acquired during the six month period and was supported by organic growth as a result of the continued growth in domestic and international travel," he said.

Other factors included an increase in available rooms, improved occupancy, higher room rates and improved efficiencies.

Destination Goldie

THE Gold Coast has embarked on a multi-million dollar branding project ahead of the 2018 Commonwealth Games, introducing the slogan "We Are Destination Gold Coast" as part of a push to change perceptions.

Gold Coast Tourism chief marketing officer Jan Hutton said the time was right for a brand that resonated with modern travellers and shared the region's "infectious energy" through the eyes of its locals - see more at www.destinationgoldcoast.com.

CTN collapse

CONSORTIUM Tours of North America (CTN) has been forced to cease operations, citing the impact a loss of business to OTAs, coupled with "political & economic upheavals", low profit margins and the "ever faster growing impact of technology".

CTN operated for 34 yrs but will end trading today, however its group business will live on having been bought by a "reputable international wholesalers".

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Friday 17th February 2017

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NT's youth social strategy

TOURISM NT has its sights set on the 18-34 year-old market in a new advertising campaign which launched this week.

Positioning the NT as a 'must-do bucket list location' for young people, the social media drive has been developed in partnership with lifestyle and travel brand Summersite.

Northern Territory content will be pushed across Summersite's

social media channels; along with the social channels of fashion brand partners such as Roxy and Fallen Broken Street.

"We all know millennials spend a lot of time on social media which is why our new campaign relies heavily on social influencers as opposed to traditional advertising," NT Minister for Tourism Lauren Moss said.

Highlighting the opportunity young travellers present, Moss said "They travel more often than any other age group and are more likely to stay longer and get off the beaten track".

The push runs for three months - see www.summersite.com.

ETM expansion

CORPORATE Travel Management's MICE division, Event Travel Management (ETM), today announced the addition of Sydney-based Helloworld member CC Connections, led by David Dymmott.

ETM gm Tracey Edwards said the skills, experience and industry knowledge to be shared between the organisations "will deliver significant benefits both to our ETM team and to our clients".

Insight Biz promotion

INSIGHT Vacations is offering Business class return fares to Europe priced at \$4,999 (including taxes) when booked in conjunction with a 2017 Europe or Britain tour of 11 days or more.

The three-day promotion is available from today and valid on all Luxury Gold journeys.

See insightvacations.com/au.

Village Roadshow: we are not Dreamworld

VILLAGE Roadshow Limited, the company which operates Sea World, Warner Bros. Movie World and Wet'n'Wild on the Gold Coast has confirmed a "significant" dip in attendance for 1H17, with visits down around 100,000 (8.4%) compared to the year prior.

VRL attributed the decline on the tragedy at nearby Dreamworld in which four guests were killed.

In a presentation to shareholders, Village Roadshow Ltd said the Dreamworld accident "is analogous to airline travel after a widely publicised disaster."

It highlighted the bulk of the drop was from the local market, "with international and interstate attendance solid.

"Importantly, Dreamworld is of course not a VRL park," it said.

"People can get on VRL rides without anxiety, just as they would jump on a Qantas or Virgin flight," the company noted.

Aiming to accelerate the return of confidence, Village Roadshow will soon launch a promotional campaign focused on 'The Magic Can be Yours Now', centred around family experiences.

Window Seat

FIIJ Airways and Tourism Fiji are likely to capitalise on a major marketing coup, with Vomo Island Resort selected as the base for the 2017 Sports Illustrated Swimsuit edition.

Supermodel Kate Upton (pictured) is on the cover of the magazine, with the photo shoot also taking in nearby Mana Island and Modriki Island.

Tourism Fiji has celebrated the publication with a special website at fiji.travel/us/swim2017.



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COMING SOON

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Friday 17th February 2017

Shannan Ponton gets shipshape



TV HOST and fitness trainer Shannan Ponton jumped on board Carnival Cruise Line while presenting as a special guest on TEN's *The Living Room*.

The first story will air tonight at 7.30pm and will cover on board fitness tips like taking the stairs,

joining the gym and jogging the top deck track before he hosts a bootcamp at sea workout.

In the second story, which will screen on Fri, 24 Feb Ponton heads to New Caledonia's island of Lifou to enjoy Carnival's range of shore excursions.

ALEXANDER ASSOCIATES

MARKETING EXECUTIVE CRUISE INDUSTRY | SYDNEY CBD

Our client is a global leader in cruise with three world class brands and aggressive growth plans for Asia Pacific.

We're seeking a results-driven Marketing Executive to join our client's APAC Marketing Team based in Sydney. Reporting to the Marketing Manager and working closely with the brand marketing team in Sydney plus global teams, this hands-on role will contribute to marketing planning and be responsible for stakeholder management, communications, end-to-end campaign management, copywriting, editing, budget management, partnerships, PR, events and sales support.

Minimum 3 years relevant experience required plus exceptional communication and project management skills and the flexibility to travel.

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Accor premium shops

ACCORHOTELS has launched two new online shopping destinations for Australian loyalty members: La Collection by Le Club and Collections by Le Club.

La Collection by Le Club gives members the opportunity to spend their Le Club AccorHotels rewards points on travel, homewares, fashion, beauty, technology & 'Elite Experiences'.

Meanwhile, Collections by Le Club will allow card holders to earn points from a selection of over 40 retail partners such as Apple, Michael Kors, Lorna Jane and Temple & Webster.

NTL traffic up in Jan

NEWCASTLE Airport is celebrating a 12.7% year-on-year jump in passenger movements for the month of Jan with 108,606 people arriving and departing the terminal over the 31 days.

"For an airport to have double-digit growth in this climate is almost unheard of; most airports are sitting at domestic growth of around 2-3 per cent," Newcastle Airport boss Peter Cock said.

It comes on the back of the airport smashing records to welcome 1.2 million pax in 2016.

Turbo Track Ferrari

FERRARI World Abu Dhabi has unveiled its new Turbo Track rollercoaster which will open to visitors at the end of Mar.

The thrill-ride is a three stage experience giving guests an authentic feel of what it's like to become a Ferrari driver.

The ride will shoot a car at 102 km/h along an 180 metre steel track before flying vertically up 64 metres, then plunging back to earth - ferrariworldabudhabi.com.

Free meals on Delta

DELTA Air Lines has announced it is going to start introducing complimentary meals on some of its longer US domestic flights.

From 01 Mar the carrier will offer the meals on flights between New York's JFK and Los Angeles/San Francisco.

On 24 Apr, the airline will expand the service to 10 other major domestic markets.

The enhancement is part of Delta's investment in improving customer experience, it said.

Technology Update

Today's Technology Update is brought to you by **Excite Holidays**.

Innovation is the new normal



For businesses, technology helps to level the playing field. It's not about who's been around the longest,

or has done well in the past, but rather, it's about those of us that can adapt the best to an ever-changing market and seize the next big opportunity.

Take a look at how quickly the taxi industry changed when Uber entered the market. This was a brand new way of approaching transport, and consumers jumped at it seemingly overnight.

This is just one example of how technology has changed an entire industry and left the innovator at the top of the pile. The reality is that consumer adoption of new technologies is happening at an exponential rate, and our industry is experiencing such rapid technological change and is showing no sign of slowing down. If anything, this progression should be considered the new normal.

At Excite Holidays, we are constantly challenging ourselves to find new ways to ensure our agents are having the best possible experience with our platform, and this kind of attitude permeates through everything we do.

We should never be complacent with the success that we have had. Instead, we should be invigorated and excited that tomorrow is always full of potential opportunities, if we are ready to embrace it.

Damian Sutton, Chief technology officer, Excite Holidays



Friday 17th Feb 2017

Radius expansion

RADIUS Travel is expanding its network, adding the new agencies of DaTang Plus in China, BIG Travel in the Nordics, and En Viet in Vietnam.

DaTang Plus' primary focus is on corporate travel, BIG Travel (Business, Individual, Groups) and is one of the Nordic region's largest agencies and En Viet is the only agency in the market to offer the flexibility of all three major GDSs for content.

Kieran Hartwell svp global sales and service of Radius Travel, said the three agencies "will meet and exceed our clients' growing needs in these key markets".

SIA Group Jan results

SIA Group carried 5.8% more passengers in Jan compared to last year, outpacing capacity growth for the period of 4.5%.

Singapore Airlines remained relatively steady, improving load factors by one percentage point to 81.2%, while Scoot zoomed ahead, recording a 37.1% carriage increase year-on-year and a 38.5% capacity growth.

SilkAir's systemwide passenger carriage grew 23.4% year-on-year, capacity was up 17.5% and loads climbed to 73.2%.

SA regional funds

THE South Australian Govt has opened a new round of funding for regional events.

The Regional Events and Festivals Program and Community Events Development Fund aim to attract visitors through a strong calendar of events.

QR showcases A380 in Melb



NZ med events win

TWO large-scale international medical conferences have been secured for the New Zealand International Convention Centre (NZICC).

The 35th APAO Congress - the biggest medical meeting to be held in NZ - and the IAPB 11th General Assembly are expected to deliver a combined NZ\$11 million to the economy.

"The development of NZICC has meant Auckland is now able to compete internationally for these larger scale conference and association meetings," said Brett O'Riley, Auckland Tourism, Events & Economic Development's chief.

QATAR Airways held an event at the Melbourne Theatre Company on Mon to promote its new A380 daily service from Melbourne, set to commence late Jun.

Attended by 140 agents, Qatar gave a presentation on the A380 product and service and unveiled the aircraft's Business class offering, with a seat on display for trade to experience.

The Qatar team are **pictured**: Samantha Kirwin, cabin crew; Dianne Biviano, marketing manager, Australasia; Marlena Attard, sales executive; Hamish Ho marketing exec, Australasia; Pamela Pavitt, commercial mgr; Chris Briones, seat technician and Katrina Kenfield, cabin crew.

Explorers Lodge open

RESERVATIONS are open for Hong Kong Disneyland Resort's third hotel, Disney Explorers Lodge, which debuts on 30 Apr.

The hotel has 750 rooms spread across four wings, each featuring an open sea view or a view of one of the four themed gardens.


Agents booking their clients for two or more consecutive nights can access a 25% discount under the "2 Nights Plus Offer".

Kili Villas into Lemala

KILI Villas near Arusha in Northern Tanzania will be rebranded to Lemala Kili Villas, due to a management shakeup.

The full management contract has been awarded to Tourvest East Africa, effective 01 Mar.

Refurbishments are planned for each of the three villas, which can be rented on a per person or an exclusive-use basis.


PLAZA PREMIUM LOUNGE

Win 5 Airport Lounge passes to celebrate the opening of our Brisbane lounge and the upgraded partner portal!

To enter register at partnerportal.plaza-network.com before 31 March 2017 and tell us in 25 words or less: What makes airport lounges the perfect place to start your vacation? Email your answers to sales@ctmarketing.com.au

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Reservations Agent - Luxury Specialist & Luxury Specialist Team Leader Richmond, VIC

Delaware North Australia Parks & Resorts was established in 2010 extending Delaware North's brand into parks, resorts and cultural attractions. We bring a rare attention to detail to every property in our care, and to each and every individual we serve across our diverse operating companies. Our destinations provide the perfect balance of world class accommodation, the best local cuisine and the kind of touring and sightseeing that will be talked about long after the experience is over.

Delaware North have 2 exciting 12 month fixed term contracts available for experienced Reservation Sales Agents to join our team as a Luxury Specialist and a Luxury Specialist Team Leader. You will be responsible for providing the highest standards of service focussing on high end retail, wholesale and consumer services for our 5 star resorts Lizard Island & The Homestead at El Questro.

The role includes:

- Managing a high volume of guest telephone enquires; converting sales/reservations through exceptional customer-relationship skills
- Develop continued and repeat business by way of establishing strong relationships with all clientele and exceeding all guest expectations.
- By way of having a strong knowledge of our products, provide guests with accurate and immediate information in areas including Resorts and their services, room rates and types and their availability
- Liaising with our past guests and direct clientele, tailoring specialized itineraries to meet their needs and expectations.
- Have a clear understanding of the key luxury travel specialists within the Australian and International markets and to be able to deliver a seamless reservations process for both the agent and the guest.

Successful candidates will possess the following:

- Experience in a reservations / Hotels & Resorts sales role dealing with luxury and high end products.
- Knowledge of Property Management Systems desirable, Opera Suite preferred and an understanding of Revenue Management concepts
- Highly customer focused
- Strong and clear communications skills, high attention to detail and a desire to work in a fast-paced team environment

Applications should be submitted to jboyd@delawarenorth.com by 3 March 2017. Once the short-list is complete, interviews will be conducted in order to finalise the selection process.





Travel Specials

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au.

Bench Africa has slashed the cost of its Ultimate Southern Africa mobile camping adventure by 15% for the departure from Windhoek on 13 May or ex Victoria Falls on 27 May. The trip includes 11 nights camping, three in hotel/guest house accommodation, game drives, nature walks, a river cruise, cultural events & more. Call 1300 AFRICA for a quote.

Agents can take advantage of an industry rate at **DoubleTree Resort by Hilton Fiji - Sonaisali Island** priced from FJD\$199 (approx AUD\$125) inclusive of taxes and daily brekkie. The offer is valid for travel until 31 Mar. To book, email at sallyann.rogers@hilton.com.

Stay four nights at Sir Richard Bransons' **Mahali Mzuri** Kenyan Safari Camp between 01 Mar-07 Apr and only pay for three nights until 15 Jun. Included are all meals and drinks, twice daily game drives and transfers from the nearest airstrip. Email enquiries@virginlimitededition.com.

Stay five nights at **Seabreeze Resort** in Samoa and receive a romantic three-course dinner for two with a bottle of wine plus complimentary return airport transfers and a 30 min massage per room per stay. The deal is priced at \$1,550 when booked by 20 Mar.

Mercure Addis Ababa

ACCORHOTELS has inked a deal to construct three hotels in Ethiopia's capital Addis Ababa: a Mercure (to open in 2020), ibis Styles (to be completed by 2019) and an ibis hotel (to be finished by 2021).

Tunisia SOE remains

TUNISIAN authorities have extended the country's state of emergency which was supposed to end this week, for another three months, citing continued threats of extremist violence as the reason.



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

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.

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Travel Daily

First with the news

Friday 17th February 2017

Free Japanese style Gelato!



DON'T accept candy from strangers, but do accept free ice cream from this quirky Japanese food truck which will be cruising the streets of Melbourne from this weekend.

The colourful truck (pictured above) will be handing out ice cream over the next four weekends under an initiative of the Japan National Tourism Organization (JNTO) to celebrate the launch of a Qantas' direct flights from Melbourne to Tokyo. Ice cream gods Gelato Messina

have created eight new flavours just for the truck, all inspired by Japan's wacky food and pop culture such as Wasa-Berri to strawberry and wasabi sorbet.

On top of this, there will also be a pop-up Japanese gameshow where punters will have a chance to play along and win a trip to Japan, flying with Qantas, as well as other prizes which will be delivered out of a Japanese vending machine.

Catch the truck this Sun at Southern Cross Station.

Sunshine Coast ad

THE Sunshine Coast now has its own anthem as part of a new destination campaign to celebrate its 50th anniversary.

The 'Come to Life' push includes television commercials, still photography, print and social media and will be rolled out from next week.

The TV commercial features a song about the Sunshine Coast called 'This Town', written by local musician, Dan Horne.

CLICK HERE to view the region's new advertisement.

AC launch YUL/PVG

AIR Canada has commenced daily, year-round flights from Montreal to Shanghai, China using 787-8 Dreamliner aircraft.

St Regis Changsha

ST. REGIS Changsha has debuted in the Hunan province in South Central China.

The 188-key hotel offers view of the city, signature St. Regis round-the-clock butler service and a 63rd floor athletic club with an indoor swimming pool.



Working in partnership with the Australian Travel Industry

International Wholesale Consultant

Brisbane CBD, Competitive Base + Uncapped Comms, Ref: 2468SF1

Do you love sales but want to step away from a retail environment? Here is your golden ticket! Bring the skills you gained in frontline retail and use your knowledge to not only assist travel agents, but also to make great commissions. Put together competitive wholesale airfares, upsell and cross sell products, and provide excellent customer service in this exciting and diverse role. You must have at least 2 years industry experience, good GDS knowledge, and a vibrant and positive attitude!

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

Experienced Travel Designer

Sydney CBD, \$50k Pkg + Uncapped Comms, Ref: 2610PE1

This fast-paced, high end office is looking for an experienced mature travel consultant to come on board and join their busy team. If you are sick of price beats & finding the cheapest deals, this role offers a step away from all of this and the opportunity to consult and sell high end product to repeat clientele and referrals. Even better; it's located on the harbour & offers fantastic working hours. It's a dream role for a consultant looking for a change close to home & an exciting new challenge.

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

Online Cruise Consultant

Melbourne, Attractive Salary Package, Ref: 2690KF1

Great opportunity on offer to further your experience within the Travel Industry and specialise in Cruise. Step away from face to face consulting with this Online Travel Consultant position with a leading international travel company in Melbourne. If cruise is your forte and you enjoy working in a busy environment with opportunity to utilise your cruise travel experience, mentor colleagues around you, a fantastic team and continue in your career development then this role is the one for you.

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

Travel & Cruise Consultant

Adelaide, \$40-45k + Commission, Ref: 2559HC1

This travel agency based in Adelaide is known for its excellent customer service & their holidays to stunning destinations. They have an outstanding reputation and believe in delivering the highest standards to their customers. No day will ever be the same in this travel consultant role, from booking complex airfares, organising transfers to selecting the perfect accommodation for your clients. The role will be heavily customer service focused offering your expertise on worldwide destinations.

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

Senior Travel Agent

Gold Coast, Up to \$50k + Commissions, Ref: 2670CN1

Join a close-knit, high end leisure travel agency. You will ideally have 2 plus years experience working as a travel consultant and a great understanding of domestic and international packages. Your role will ideally be working with only the high end clients in providing them with destination knowledge and options for their upcoming experience of a lifetime. We are after experienced travel agents with strong gds knowledge and who would like to make a career out of doing something different.

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

Travel Consultant – Special Projects

Sydney, Circa \$50-55k + Super, Ref: 2672SO3

Working for a highly innovative leisure and corporate boutique agency shortly to move in to lovely brand new offices in the CBD, a consultant is required to manage worldwide trips and special projects. You will have excellent communication skills and will provide exceptional customer service skills. The office is ahead of its time and provides a funky and supportive place to flourish and succeed. Join an agency that is going from strength to strength and you will never look back!

For more information please call Sasha on
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Independent Luxury Travel Consultant

Melbourne, Commission Only, Ref: 2710HC1

If worldwide luxury travel is your passion and you have travelled extensively, why not move to an agency where high end travel is their focus! You will be creating bespoke holidays and booking luxury travel packages and cruises to worldwide destinations with the backing of a Virtuoso agency. Being an independent travel agent with this agency gives you a work/life balance and represents a brand hugely respected in the luxury market. This role has the flexibility to be office or Home-based.

For more information please call Hannah on
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