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# Travel Daily

First with the news

Friday 9th June 2017

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## Cathay MEL-HKG sale

**CATHAY** Pacific has launched a fare sale today, including direct flights from Melbourne to Hong Kong starting at just \$676 return.

The sale, valid for bookings through to 16 Jun, sees CX aggressively respond to the upcoming launch of Virgin Australia's new non-stop services from Melbourne to Hong Kong commencing early next month.

CX sale fares from SYD and BNE to Hong Kong are significantly more expensive at \$792 return, while ADL-HKG starts at \$786 return and PER-HKG from \$779.

### A bumper Fri issue!

*Travel Daily* today has nine pages of news and photos including our latest instalment of **Corporate Chatter**, photos from last night's **Brisbane Airport** travel agent event plus full pages from: ([click](#))

- Travel Trade Recruitment
- Fiji Airways

## BNE "leakage" concerns

**BRISBANE** Airport has enlisted travel agents to help solve an ongoing "leakage" concern, calling on frontline travel bookers to sell customers seats on int'l flights out of the Queensland capital rather than cheaper southern hubs.

Speaking at an event for agents at BNE last night, Brisbane Airport Corp (BAC) aviation marketing manager Oliver Philpot admitted it was "common place" for customers within the Brisbane catchment to be sold on flights out of Sydney or Melbourne.

Citing data analysis, Philpot said 600,000 travellers annually from within the catchment headed to SYD or MEL for their holiday abroad, "when it could have been serviced from Brisbane".

"There are 530,000 people that could have accessed their destination direct from Brisbane. We call it our leakage problem."

He said often the departure

airport from Australia was based on price, or algorithms in the GDS which listed lowest fares first.

Wholesale packages were often based ex Sydney, "we understand that...but why not consider your client's experience, and think about whether their best start to a trip is from Brisbane, rather than Sydney or Melbourne".

The former Brand USA director for Australia/NZ said BNE offered an experience like no other gateway, with a stress-free, casual and relaxed environment, new and refreshed lounges and buskers who regularly performed on the village green "creating ambiance for our travellers".

"Who experiences this kind of vibe at any other airport in Australia? It's just not there."

"When you book a client through BNE, you're ensuring a client's holiday starts early," he said.

More from BNE on **pages 4 & 6**.

## QF boosts Kalgoorlie

**QANTAS** has added four additional flights to WA mining town Kalgoorlie for the upcoming Diggers & Dealers Mining Forum taking place 07-09 Aug 2017.

For the third year running Qantas will operate a direct service from Sydney to Kalgoorlie, along with an extra Perth-Kalgoorlie flight on 06 Aug.

Supplementary Kalgoorlie-Perth flights will operate on 09 Aug and 10 Aug, with the additions boosting total Qantas and Qantaslink services to 36 to meet demand around the mining sector's leading annual event.

See [qantas.com/agents](http://qantas.com/agents).

## Tourico retirement

**TOURICO** Holidays founder Uri Argov will retire today as the company officially becomes part of Hotelbeds (**TD** 09 Feb).

Chief operating officer Asi Ginio will become ceo while the group "transitions to full integration".

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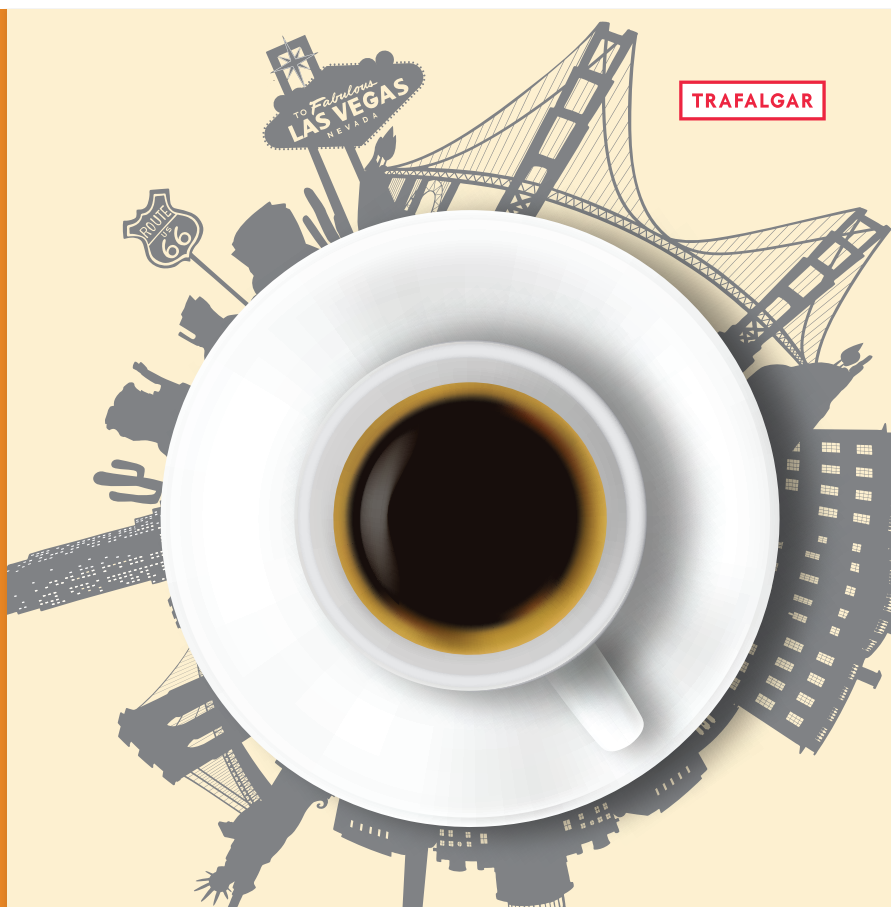
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# Travel Daily

First with the news

Friday 9th June 2017



## Wendy Wu appoints

**WENDY** Wu Tours has appointed Emma Prineas, ex Coral Expeditions, as its new in-house communications manager after parting ways with long-time public relations partner SMB Communications (**TD** 05 May).

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## Corporate fares easing

**CORPORATE** travellers are benefiting from airfare price cuts of as much as 7% on key domestic routes, according to a new report by the Flight Centre Travel Group's business travel division 4th Dimension.

The 4D Focus Australian Aviation and Airfare Analysis includes a benchmarking study comparing the average price of corporate and leisure fares purchased through Flight Centre in 2016.

It shows Economy class business travellers on the BNE-MEL and BNE-PER routes enjoyed the biggest price falls during 2016, with fares down 7% on 2015.

Other falls were recorded on the BNE-SYD and HBA-MEL routes, both down 5%.

However, the key business routes between SYD-MEL and SYD-CBR bucked the trend, with average corporate fares up 4%.

FCTG managing director Graham

Turner said it had been positive to see 2016/17 airfares remain at competitive levels.

"Airfares are still extremely affordable for domestic and international travel and I think despite some of the distractions we're seeing globally – the corporate and leisure travel industry will continue to perform throughout the rest of 2017," Turner said.

The study also noted improvements in the overall air experience, including upgrades to 100 Qantas A330 and B737 aircraft and the introduction of high-speed wi-fi on Qantas and Virgin Australia aircraft.

## QF status credit offer

**QANTAS** frequent flyers are being enticed to make bookings with a 50% bonus status credit offer, valid for all new bookings made 09-16 Jun for travel through to 07 Sep 2017.

Members were advised of the offer in an email today, and must register via a hyperlink in the email to access the deal.

## Trafalgar biz breakie

**TRAFALGAR** has announced another 'Business with Breakfast' series of events around the country next month.

Showcasing the company's North American offering, twelve sessions will take place in Queensland, NSW, South Australia, Western Australia, Victoria and Tasmania from 04-12 Jul 2017 - register to attend at [trafalgar.eventbrite.com.au](http://trafalgar.eventbrite.com.au).

## AKL expansion plan

**AUCKLAND** Airport will invest around NZ\$1.8 billion in aeronautical infrastructure by 2022 in a move to provide better and faster passenger journeys through and around the airport.

Key infrastructure projects set for delivery between 2018-2022 include expanding and upgrading the international departure and arrival experience and providing three more contact gates for international aircraft.

A new domestic jet terminal joined onto the existing international terminal will be built, the int'l check-in area upgraded and investments made in public transport, road and walking projects.

The plan follows a 26% growth in pax numbers since 2014.

## Tianjin delays MEL

**TIANJIN** Airlines has pushed back the launch of its Chongqing - Melbourne route from 27 Sep to 31 Oct, GDS displays show.

Three weekly flights will operate on Airbus A330-200 aircraft.

The carrier flagged the expansion in Jan (**TD** 23 Jan).

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Friday 9th June 2017

## Etihad drops Tui Europe plans

**ETIHAD** Aviation Group has terminated negotiations with European travel giant Tui AG in relation to a potential joint venture involving the leisure operations of Air Berlin Group, and Germany's TUIfly company.

The proposed carrier would have served a network of holiday destinations in Germany, Austria and Switzerland (**TD** 06 Oct 2016).

Etihad issued a statement today saying it had taken the decision after "many months of negotiations in good faith" during which time the parties have been unable to reach agreement.

The leisure operations of Air Berlin will now continue to operate as a separate business unit under the NIKI brand, with further details of the structure to be announced "in due course".

### Sydney hotels up

**RESEARCH** from STR has found the average daily rate for a Sydney hotel room rose to \$215.06 in May, which marks an increase of 7.9% year-on-year.

Occupancy levels jumped 2.4% to 84.6% for the same period.

### Emirates rejigs w-i-fi

**EMIRATES** has unveiled plans to increase charges for wi-fi on board its planes from 14 Jun.

Despite an increase in charges, all passengers will receive 20mb of free wi-fi, which doubles the current offering of 10mb.

Following on from this, pax can purchase 150mb for US\$9.99 or 500mb for US\$15.99.

Skywards members in Business and First class will receive free wi-fi throughout their flight.

Currently pax pay \$1 for 500mb.

## NEW Mediterranean Itineraries for 2018

7-11 night itineraries starting from \$3,749\* pp twin share

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## GC Games on track

**NEXT** year's Commonwealth Games on the Gold Coast are progressing on time and under budget said CoCom Chair and CGF vp Bruce Robertson.

"The Gold Coast 2018 Commonwealth Games are on time, on budget and on track to deliver a truly magical, memorable and meaningful Games" he said.

Robertson's announcement comes as he wraps up a four-day inspection of the venues.

"We've seen great progress since our last visit and we can start to feel the tangible excitement."

## Trump's new brand

**TRUMP** Hotels has launched a new midscale offering called American IDEA.

The brand is being touted as "an alternative, for both guests & hotel developers, looking for an answer to the run-of-the-mill offerings currently in the midscale space".

Trump Hotels has confirmed three agreements for American IDEA hotels in the Mississippi Delta area have been signed.

## 9W in AM codeshare

**AEROMEXICO** and Jet Airways have signed a Memorandum of Understanding (MOU) that outlines plans for cooperation in codesharing, frequent flyer programs and more.

As part of the plan, both airlines will codeshare between India and Mexico via common gateways.

## Sth Africa bushfires

**DFAT** has issued a warning to travellers to the Western Cape in South Africa after residents had to be evacuated due to bushfires along the Garden Route.

Travellers to the region are being urged to follow media reports and local instructions.

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## EUROPE River Cruising

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Friday 9th June 2017

## BNE's first 'Show & Go' winners!



**HELLOWORLD** Travel Albany's Dena Griffiths & TravelManagers' Kylie Gretener (pictured above wearing pink leis) are currently basking in the Hawaiian sun after winning a trip to the Aloha State last night at Brisbane Airport's first ever 'Show & Go Event'.

Around 100 agents attended the event, which saw Hawaiian Airlines

and Outrigger giveaway a trip to two lucky attending agents, who flew out of BNE a few hours later.

**Pictured** with the winners, from left are Donna Parkin, Outrigger Hotels/Resorts; Karen Macmillan, HA; Denise Brown, Brisbane Airport; Keiryn Osbourne, HA and Oliver Philpot, Brisbane Airport.

More from the event on [pg 6](#).

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## Uluru on Street View

**ARMCHAIR** travellers can now explore the Uluru-Kata Tjuta National Park with Google's Street View as part of a collaboration with Anangu traditional owners.

The two-year project has allowed viewers to explore the crevices and textures of Uluru while at the same time protecting areas of cultural sensitivity.

To incorporate Anangu spiritual dimensions, Google used its Story Spheres platform to add audio stories and songs to the 360-degree Street View imagery.

Google is planning to add other Australian natural locations in the future, including Kakadu.

## Swan Valley plan

**THE** West Australian Government will target the Swan Valley for tourism development under a joint strategy with local councils and Tourism WA.

Marketing partnerships, experience trails and transport improvements are planned in a bid to grow visitor spending to \$132 million by 2020.

Tourism Minister Paul Papalia yesterday met with wine producers, restaurateurs and representatives from tourism attractions, transport businesses and the City of Swan to discuss the plan and a review of the state's Swan Valley Planning Act.

## Carnival pay option

**CARNIVAL** Cruise Line has launched an interest-free installment payment system in the US, allowing travellers to opt for three monthly payments when booking a cruise.

The Carnival EasyPay system involves automatic credit card deductions on nominated dates and can also be used by travel agents on behalf of their clients.

Guests are required to pay a deposit to qualify and the deposit due date must be at least 90 days before final payment date.

Carnival said the system was not available in Australia.

## Window Seat

**A PUMPING** station in Taupo on New Zealand's North Island has been tricking tourists into thinking it is a toilet.

Busting to relieve themselves, visitors have now taken to flushing themselves out against the building's wall or pestering local businesses in the seaside town for their latrines.

Speaking to *Fairfax NZ*, motel owner Anthony Brahe said he sees tourists making the same mistake every day.

Locals have said that tourists have been getting confused since the building's flat concrete roof was topped with a sloping corrugated iron roof in 2016.

## Ardent results slip

**DREAMWORLD'S** owner Ardent Leisure has released figures on visitation and revenue for its theme parks, which showed revenue down 35.4% for May, compared to the same time as last year.

Visitation to the parks was down 35.8% for the same period.

Despite the decline in the wake of last year's incident, the theme park has shown signs of improvement, with visitation up 1.1% from Apr.

## RCI book-early push

**ROYAL** Caribbean has announced a 50% discount on second passenger bookings as part of a campaign to promote early bookings.

The line's 'buy one, get one half price' offer is available for bookings until 30 Jun.

It also provides a discount of 25% for the third and fourth guests in a stateroom.

Options include a nine-night sailing on *Explorer of the Seas* departing Sydney 26 Nov, from \$1,499 for the first guest and \$749 for the second.



Friday 9th Jun 2017

## India & Beyond deals

**INDIA & Beyond** is offering a selection of introductory early bird discounts, with savings up to \$400 per couple.

Discounts include newly released private tours, river cruises and rail products, when booked by 30 Sep - **EMAIL** here.

## TK stopover accom

**TURKISH** Airlines is offering complimentary Istanbul stopover accommodation for passengers on flights from Australia to the US, Europe, South America, Middle East, Africa and Asia.

Pax with a stopover greater than 20 hours can enjoy a free hotel and sightseeing.

## Hertz-Aeromexico tie

**HERTZ** has signed a new three-way exclusive partnership agreement with Hertz Mexico (operated by Avasa) and Mexican airline Aeromexico.

Aeromexico pax can now book car rental at any of the airline's rest-of-world destinations and within Mexico at the best rates, via the airline's website.

## Byron resort upgrade

**ELEMENTS** of Byron is set to relaunch in Oct with expanded leisure, accommodation and education offerings.

A dozen new and revamped leisure areas will feature at the property including a childrens' playground and a new adults-only heated pool with swim-up bar.

A total of 99 new villas will be added within a new section of the property, which is surrounded by forest and creeks.

Of the additions, 68 will be fully serviced two-bedroom deluxe beach houses, designed to be "homes away from home" for families and small groups.

Elements of Byron will also offer expanded wellness activities, including rainforest tours.

## Tsunami recovery

**THE** tsunami-devastated Japanese region of Tohoku is ready to welcome tourists back, some six years after the 2011 natural disaster.

Japan National Tourism Organisation (JNTO) pushed this during a Japan - US Tourism Seminar in Washington DC.

The office is focused on promoting off-the-beaten-path areas, in hopes of encouraging tourists to visit and explore Japan's hidden attractions.

Tohoku is known for its lakes, forests and mountain hiking.

## Sacred sights in South Korea

**MOBILE** Travel Agents' Grace Wall and Sandy Sirianni were given the opportunity to visit South Korea as part of a recent Mandarin World Tours South Korea Study Tour.

The agents had the opportunity to visit one of the country's most sacred sites, the UNESCO World Heritage-listed Bulguksa Temple.

Located in South Korea's spiritual capital of Gyeongju, the temple dates back to the 5th century and is home to many of the country's national treasures.

The agents' seven-day itinerary also included visits to the Baekje Cultural Land, a Korean Historical Theme Park in the South Chungcheong Province, the southern port city of Yeosu,



Busan and Yeonpyeong Ski Resort in Mount Seorak National Park, the venue for the 2018 Pyeong Chang Winter Olympics games.

**Pictured** during their visit to Bulguksa Temple are Grace Wall and Sandy Sirianni.

## Airlines cut Venezuela

**UNITED** Airlines has become the latest airline to end flights to Venezuela, announcing plans to withdraw from next month.

UA operates one daily flight to the country from Houston's George Bush Intercontinental Airport to Caracas Int'l Airport.

Other airlines including Lufthansa and Air Canada have left in recent years, with some blaming a protracted dispute over billions of dollars in ticket reimbursements owed by the Venezuelan government.

## Americans plan travel

**GENERALI** Global Assistance has found 66% of Americans plan to travel this summer, up 5% from 2016, however they will be doing so via shorter trips.

The survey noted the average trip will be down to 1.4 weeks from 1.7 weeks in 2016.

Chris Carnicelli, ceo of Generali Global Assistance said the decline in trip duration was because of a decrease in traveller budgets, which dropped by 20% to an average of US\$2,679.

*Phil Hoffmann*  
travel

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## BNE builds agent ties with 'Show & Go'

The first of its kind 'Show & Go Event' at Brisbane Airport last night proved a hit with travel agents, and none more so than the inaugural winners of a three-night holiday to Honolulu, courtesy of Hawaiian Airlines and Outrigger. Dena Griffiths from Helloworld Travel Albany Creek and Kylie Gretener from TravelManagers were randomly selected from the crowd as winners, with the only criteria required to be in the draw being to have your suitcase packed, passport on hand, pre-approved ESTA clearance to enter the USA, and a green light from the travel agent's manager to head off for a few days!

The duo were then quickly booked onto Hawaiian Airlines flight HA444 in Extra Comfort class, departing at 2145 last night.

Their prize included a visit to the Plaza Premium lounge at BNE and three nights at Outrigger Waikiki Beach Resort, while Hawaii Tourism also provided return airport transfers and surfing lessons.

The event was open to agents across Brisbane Airport's catchment area, and dozens of frontline sellers attended, with some coming from as far afield as the Gold Coast, Sunshine Coast and even Melbourne.

Brisbane Airport Corporation's Oliver Philpot told **Travel Daily** he was thrilled with the event's response, which was aimed at strengthening ties with the travel trade, and vowing to make the 'Show & Go' a quarterly event, with the next airline partner involved preparing to launch Airbus A350s to Brisbane soon.

**Pictured** on this page are exclusive images taken by **Travel Daily** - see more photos from the event on Facebook - [www.facebook.com/traveldaily](http://www.facebook.com/traveldaily).

**DONNED** in Hawaiian leis, there were plenty of tasty treats & cocktails dished up for agents to enjoy at BNE's The Botanist Kitchen & Bar.



**BRISBANE** Airport Corporation was all smiles with the success of the 'Show & Go Event' - from left are Denise Brown, Toni Kasch and Oliver Philpot.



**HAWAIIAN** Airlines' Keiryn Osbourne and Karen Macmillan.





Friday 9th June 2017

## Wendy Wu risks it for the biscuits

**THERE** was pandemonium in the *Travel Daily* offices yesterday when some of the Wendy Wu team paid us a visit.

Head of marketing Amanda Bruno and newly appointed communications manager Emma Prineas popped in bearing gifts - a box of delicious "Hello Panda" bickies.

The pair (pictured) also confirmed the extension of Wendy Wu's Big Asia Sale, which has saved customers more than \$110,000 to date.

The sale, which kicked off on 09 Apr, is now in place for bookings made by 06 Jul 2017 and offers savings of up to \$500 per person on China, \$250 on Indochina, \$200 on Japan and \$300 for India and Sri Lanka.

A total of 74 tours are on offer across selected group trips departing from May to Dec 2017 including flights, transfers, accommodation, meals and touring with a dedicated guide.

For more info call 1300 815 740.



## Masters in Darwin

**THE** first Australian Masters Athletics Championships 2017 to be held in the Northern Territory kicked off in Darwin today.

NT Minister for Tourism and Culture Lauren Moss said almost 700 athletes would compete at the event, providing a boost for tourism, and that the event's success "will provide an opportunity for Athletics NT to welcome more national and international events to the Territory in the future".

The 2017 NT Masters Athletics Games will run until 12 Jun at the Arafura Stadium in the Marrara Sporting Complex.

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## 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](mailto:specials@traveldaily.com.au).

**Contiki** travellers can save 10% off the Top 10 USA and Canada 2017 Contiki trips when they book by 30 Jun. Clients can save from \$563 off the 26-day Grand Southern (ex LA) trip, exploring the likes of California, Arizona, Texas, Florida, with plenty to see before they reach NYC - **CLICK HERE** for more details.

In cooperation with New Caledonia Tourism and Aircalin, **New Caledonia Travel Connection** has revealed holiday packages, with savings up to \$2,500 on a seven-night break or up to \$1,500 for five nights. Must book by 30 Jun - **CLICK HERE** for more.

Kick starting the Christmas spirit, **Creative Cruising** is offering reduced fares on bookings for 18-night Christmas at Sea cruise before 31 Jul. Departing Christmas eve from Hong Kong, the cruise will sail through Vietnam and Taiwan. Prices includes return Economy class airfare and three nights' pre-cruise accommodation. Prices start from \$4,599pp - **CLICK HERE** for more information.

**Hillocks Hotel & Spa** in Siem Reap, Cambodia is offering a Super Saver Package. Prices start at \$267 per night and includes a spa treatment. Deal also includes 30% off services from The Kravan Spa and 20% off all food and beverages. Must be booked via **EMAIL**.

**Greece and Mediterranean Travel Centre** is offering big savings with Variety Cruises on selected departures, including two for one and no single supplement deals. The deal includes 25% off rates for a Classical Greece 2017 sailing on *M/Y Harmony G* for cruises departing on 04 and 18 Aug 2017. Prices subject to availability - **CLICK HERE** for full details.

Hit the slopes at **Perisher** in the Snowy Mountains and enjoy five days for the price of four. Book online and choose from the five-day range such as lift tickets, lift & lesson bundles and the Perisher & Discovery Kids' programs. Prices start from \$77 per day. **CLICK HERE** to see the full list of deals available.

## Star Clippers release

**STAR** Clippers has unveiled its 2018/19 itineraries and is offering a 35% discount on select sailings.

The season will see Star Clippers sail to Bali for the first time, with *Star Clipper* to operate in the region from May-Oct 2018.

The line will also return to Thailand, Malaysia and Singapore during the season, offer seven-night cruises in Grenadine, Windward, Treasure and Leeward Islands in the Caribbean and itineraries in the Mediterranean.

## Air China to Zurich

**AIR** China's inaugural Beijing-Zurich service touched down yesterday, marking the airline's first flight to the Swiss city since the airline discontinued its Beijing-Zurich service in Oct 1999.

The route operates on Tue, Wed, Fri and Sat on Airbus A330-200 aircraft fitted with 180-degree flat-bed Business class seats, Premium Economy and Economy class seats.

## Alaska Air traffic up

**TRAFFIC** for Alaska Air Group climbed 7.6% on a 5.9% increase in capacity in May, compared to May 2016.

Load factor for the group increased 1.4 points to 86.5% for the period, while Alaska Airlines traffic spiked 9.6% for the month to 3,071 million.

On 14 Dec last year Alaska Airline Group acquired Virgin America, which reported 58.7% of its flights arrived on time in May 2017, compared to 76.7% in May 2016, while traffic was up 2.6% and capacity by 3.5%.

## Test run for Helsinki

**HELSINKI** Airport yesterday held a test day for the first part of its new extension, the south wing, ahead of its opening in the northern summer 2017.

The extension is part of a one billion euro ongoing development program which aims to prepare the airport for serve 20 million passengers per year by 2020.

The test scrutinised the visibility of signs, passenger pleasantness and the technological solutions of the airport.

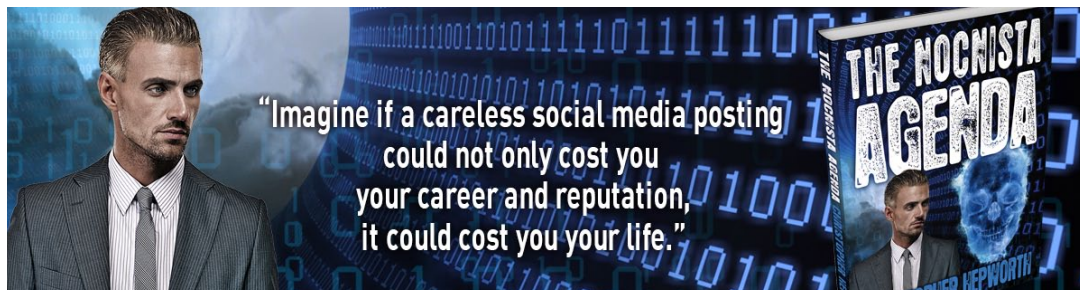


# Corporate Chatter

With Karen Tsolakis

**HELLO** everyone !

Today we are very pleased to introduce Chris Heptinstall, who is QBE Insurance's Head of Procurement for Australia and New Zealand. Chris is one of Australia's most experienced procurement professionals with a long history with the business travel industry. Today he has agreed to share some insights with us on why some TMC's are consistently successful year after year & how some are exceeding their customers' expectations. We also aim to find out if the world of corporate travel is stranger than fiction - Chris is also a writer of corporate conspiracy thrillers.



**"Imagine if a careless social media posting could not only cost you your career and reputation, it could cost you your life."**

**KT** - So Chris, tell me a little about your background.

**CH** - My first experience with the corporate travel industry was with the investment bank Goldman Sachs in London. The London office spent hundreds of millions of pounds on air travel each year, was very demanding & were one of BA's largest clients.

I moved to Sydney in 1995 & established Macquarie Bank's in-house corporate travel function. It was one of the first in Australia to be paid on a management fee rather than by air/hotel commissions. At the time I worked closely with Qantas to make this happen.

In 1998, I spent a year working directly in the industry. A global organisation called First Travel Management International approached me to help establish an Australian franchise to complete their international network. They had hundreds of franchisees & were considered rivals to Amex & CWT. Unfortunately, it did not take off, but I had a wonderful year working in the industry.

Since then I have been Head of Procurement at Lend Lease, IAG, Eli Lilly & QBE. I have a keen interest in the travel category as it is one of the most emotional areas of spend of any large corporation.

**KT** - It certainly is a battlefield between TMCs for the corporate customer and you must get many persistent approaches for business?

**CH** - That's true Karen. But I have a lot of empathy with the travel industry. They are only doing their job & most do it very well.

**KT** - What do you find annoying from sales people?

**CH** - It is important to do their homework before making the call. Sales professionals need to establish a compelling reason why a meeting would be beneficial to BOTH sides. With the internet and LinkedIn it is easy to find enough information about my company or my own professional interests that would compel me to meet. Procurement staff are unlikely to agree to a meeting with no purpose.

**KT** - Once you grant that meeting, what do you find is a waste of time and what would you find valuable?

**CH** - It's sometimes difficult to sit through a demonstration of the latest & greatest travel software. I appreciate that TMCs put effort into developing these tools but most procurement managers now take great software as a given.

**KT** - Can you tell us a about how you & your team have achieved the QBE Australia travel success story?

**CH** - That's a big question. Travel is very emotive & great service is expected so we only usually hear from our stakeholders when things fall down.

QBE runs its travel category in partnership with our travel bookers & business travellers. We involve these key stakeholders in the selection of our booking software, travel partners & TMC. We also run travel information social functions for our important stakeholders to keep them updated with our travel program & actively seek their input.

Our TMC is very active in this process & is encouraged to form strong professional relationships with our key bookers & travellers.

**KT** - Last year QBE went out globally for a TMC review across several continents, while QBE Australia retained their existing TMC. Can you share some of the internal thinking that led you to that decision?

**CH** - As a global company, we look to consolidate our spend where possible & travel is no exception. We have a global travel policy but our businesses in Australia, the US, Europe & other regions have different markets meaning one size does not fit all. For example in Australia we have a high volume of claimant travel as a result of our popular & successful travel insurance products.

**KT** - If you could give 3 pieces of advice to corporate TMCs in how to retain (or win) their corporate customers, what would they be?

**CH** - Like all good businesses, it boils down to People, Processes & Technology - if they are in place the business will thrive. However the travel industry is also in the relationship business. Things will always go wrong with so many moving parts. But if the relationship is solid & the TMC cares about their customers, they will earn our respect & loyalty.

**KT** - Chris, you have two thrillers published on Amazon & a third book due out in September. Would you ever consider writing about the travel industry?

**CH** - My books are all based on corporate conspiracies in the style of John Grisham with a bit of James Bond thrown into the mix. I have already covered the pharmaceutical, social media & oil industries and am looking for fertile ground for my next book. I think the travel industry has all the ingredients for a rip snorter of a corporate conspiracy thriller!

To download Chris Heptinstall's thrillers go to his website: [www.christopherhepworth.com](http://www.christopherhepworth.com)

Karen Tsolakis is a specialist in corporate travel and a columnist at Travel Daily - [karen.tsolakis@traveldaily.com.au](mailto:karen.tsolakis@traveldaily.com.au)

Friday 9th Jun 2017

## BCD CSR report out

**BCD** Travel has released its 2017 Corporate Social Responsibility Report, which charts the company's recent successes in this area and also serves as its annual Communication on Progress to the United Nations.

In 2008 BCD was the first travel management company to join the United Nations Global Compact which covers human rights, labour standards, the environment and anti-corruption.

The report covers BCD's governance & business ethics, health & safety, environment, supplier sustainability, service performance, global energy saving program and workplace practices - see [bcdtravel.com](http://bcdtravel.com).

## LH payment option

**LUFTHANSA** has announced the implementation of 'Amadeus Airport Pay' which allows travellers to pay for ancillary services such as excess baggage using credit/debit cards and compatible digital wallets.

The system also allows airline staff to initiate compensation payments for passengers who choose to relinquish their seats on overbooked flights.

LH said the system would be rolled out to check-in desks at 170 airports across the globe.

## Amex GBT billing

**AMERICAN** Express Global Business Travel has selected SunTec as the provider for its global billing needs.

The SunTec Xelerate platform gathers data from a range of systems to present unified billing to Amex GBT's corporate clients.

"Global standardisation of our capabilities is a key GBT objective that helps us provide a seamless experience to our clients' travel managers," said Amex GBT vice president of billing strategy, Michael Konstas.

Suntec ceo Nanda Kumar said the system would help Amex GBT make the most of the rich information held in legacy and modern IT systems.





## WIN TICKETS TO CHINA AND LONDON

To celebrate 20 years of flying into Australia, the launch of new direct service between Melbourne and Shenzhen and the increased capacity between Guangzhou and London, China Southern Airlines is offering Travel Agents in Australia the opportunity to win a return Business Class ticket to any China Southern Airlines destination in China or to London!

To win, correctly answer each daily question in June and have the most inspired response to the final question.

The best response will be the winner of the CZ return Business Class ticket from Australia to London and the second best one will be awarded with the return Business Class ticket from Australia

to any CZ destination in China.

Send your entries to

[csair@traveldaily.com.au](mailto:csair@traveldaily.com.au)

5) What type of aircraft does China Southern Airlines operate currently between Guangzhou and London?



## Hilton's Curio in Asia

**THE** first Curio Collection by Hilton property in Greater China and Asia Pacific, Sanya Yazhou Bay Resort, Curio Collection by Hilton has opened.

Located a 25-minute drive from the Sanya Phoenix International Airport, the hotel's 267 rooms are fitted with large soaking tubs and the property also offers a 2,000m<sup>2</sup> pool, beach access, a kids' club and a game room for adults.

Sanya Yazhou Bay Resort, Curio Collection by Hilton also features a 1,200m<sup>2</sup> meeting area.

## Chan on new route

**HONG** Kong Airlines will begin operating a nonstop daily service between Vancouver, Canada and Hong Kong Int'l Airport on 30 Jun.

To celebrate the launch, the airline has enlisted actor Jackie Chan who will be aboard the inaugural flight as a Hong Kong Airlines ambassador.

Chan will also be at YVR to see off passengers heading to Hong Kong on 02 Jul.

## Vail income boost

**VAIL** Resorts has reported a 14.9% increase in its net income for Q3 on the prior corresponding period, reaching US\$181.1m.

The company also confirmed the closing of its acquisition of Stowe Mountain Resort for \$41m, which will be included on the Epic Pass and other season pass products for the 2017/18 ski season.

Season passes for the 2017/18 North American ski season increased approximately 10% in units on the prior year.

## HK free ferry routes

**FROM** today through until 11 Jun, Hong Kong's Coral Sea Ferry Service is allowing passengers to ride for free on its Sai Wan Ho-Lei Yue Mun Sam Ka Tsuen and Sai Wan Ho-Kwun Tong routes.

The company offers travellers the chance to "take it slow" and take in the views on three routes, riding on a wooden ferry in the style of an old fishing boat.

Friday 9th June 2017

## At the end of a Chilean rainbow



**CONTOURS** Travel hosted eight travel agents on a nine-day tour of Chile this month.

Agents flew with LATAM and participated in cooking classes, visited wineries, Santiago, the colourful houses of Valparaiso, the Atacama desert and stayed at hotels Contours recommends.

The team included top sellers and one agent who won a spot on the famil after participating in Contours Travel's regular Latin America webinars.

For the chance to win a place

on Contours Travel's 2018 famil, register for webinars **HERE**.

**Pictured** in the Rainbow Valley in the Atacama Desert are: Alan Riedel, Andrew Jones Travel; Heather Poppelier, Contours Travel; Peter Scott, Helloworld Belgrave; Sarah Smith, MTA Travel; Nicole Reber, Mosman Travel; Tarnia Boyce, Phil Hoffmann Travel; Sharron Hungerford, The Travel Agent at Caloundra; Vanesa Tihic, Boutique Travel Services and Khushnuma Suntoke, Flight World.

## Le Meridien for Rome

**LE MERIDIEN** Hotels & Resorts has re-entered Italy with the opening of the 240-room Le Meridien Visconti Rome.

During the property's conversion all public spaces have been renovated and it has been designed for business, leisure and group travel.

The hotel is situated between the Spanish Steps and the Vatican and offers a bar called Longitude 12 Bar & Bistrot, a rooftop terrace and 10 redesigned meeting rooms totalling 170m<sup>2</sup>.

## AC daily to Taipei

**AIR** Canada yesterday celebrated the first of its daily, year-round flights from Vancouver to Taipei, Taiwan with a gate celebration at Vancouver International Airport.

Operated using Boeing 787 *Dreamliners*, the new route represents the carrier's tenth destination in Asia.

Today the airline will also begin seasonal, three-weekly services from YVR to London Gatwick operated by Air Canada Rouge with Boeing 767-300ER aircraft.

**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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*Working in partnership with the Australian Travel Industry*

### **Cruise Groups Travel Consultant** Sydney, Excellent Salary, Ref: 2841RM1

Fantastic opportunity to further your travel career in the Cruise industry looking after the group reservations department for a worldwide cruise line based in the CBD. If you are looking for career development in one of the fastest growing travel markets this role is for you. This is the perfect opportunity for a go-getter to inject your passion, initiative and attitude to take yourself and the role far. 2 years minimum experience in groups, airfares and cruise experience required.

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

### **Training Performance Leader** Sydney, \$55k + Super, Ref: 2900SO3

This extremely successful company are growing furiously and are one of the largest travel groups in Australia. They have amazing offices and are located in a fantastic area with cafes and shops to keep you entertained. Work for someone that values you and who makes you love coming into work everyday. You will be an integral part of the leadership team responsible the training and development of the reservations sales agents in brand product knowledge, systems and booking systems.

For more information please call Sasha on  
(02) 9113 7272 or click [APPLY](#) now.

### **Product Executive** Gold Coast, \$55-60k + Super, Ref: 2899CNA

Working with a dynamic online travel agency, this business has expanded so rapidly over the last 6 months; their growth projections have doubled in numbers and are continuing to expand further. Working closely with the director of product, you will focus on the data entry & contracting and recontracting, packaging of a product. Full training will be provided to the right candidate so if you are a product guru & keen to focus on creating products to market, then this is the role for you!

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

### **Boutique Travel & Cruise Consultant** SE Victoria, \$55k + Super, Ref: 2905HC1

If you want to be part of an established boutique travel agency dealing with high-end and cruise enquiries with a loyal client base this is the perfect role for you! This agency has an outstanding reputation & they are looking for a strong consultant to join their close knit team in the South Eastern Suburbs. You will be passionate about travel & cruises and confident in dealing with customers. You will have experience within a similar role and great customer service skills.

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

### **Direct Sales Professional | Luxury Travel** Sydney, Excellent Base OTE to \$90k + Super, Ref 2788PE1

An exciting new position has become available for a travel consultant wanting something fresh and different, Join this friendly team of Sales consultants making warm and hot phone calls to new and existing clients, start up a friendly conversation, picture paint the product on offer and close that sale. You must have an understanding of the sales process or sales training to be successful in this position. Massive rewards are on offer for the right candidate. If this sounds like you please apply.

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

### **Corporate Travel Consultant - Contract** Brisbane, Hourly Rate (Negotiable) + Super, Ref: 5896CNA

Our client, an international TMC, are on the look out for motivated travel consultants who are looking to take their career to the next level. If you are looking for a company where you can enjoy career progression, recognition, rewards and fun office culture, then this is the opportunity you've been searching for. This corporate travel role would suit an experienced, international corporate with extensive Amadeus experience wanting to earn more and be challenged in their career!

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

### **Groups & Corporate Travel Consultant** Melbourne, \$60-\$65k, Ref: 2903HC1

Our client is looking for a travel professional with corporate, incentives & groups experience to join a fantastic boutique TMC in Melbourne. The successful candidate will ideally have a good telephone manner with excellent people and customer service skills. You will be experienced in the travel industry and have exposure to group reservations & corporate experience. You should have a passion to succeed and be keen to continue your career as this role will be looking to develop into a 2IC.

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

### **Business Development / Sales Manager** Perth, \$110k, Ref: 2898SJ1

Do you have sound understanding of Corporate Travel Sales, Business Development experience & a proven sales record? A leading Travel Management company are looking for a Sales / Business Development Manager to assist with their ongoing expansion across the WA Corporate market. You will be sourcing new leads, building rapport & developing relationships with key prospects. This is a rare chance to develop your senior business development experience with a leading TMC & enjoy fantastic earnings.

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



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*Fiji's National Carrier has a proud and rich tradition of creating unforgettable memories for our customers. We are an airline with a proud past and a bright future. At Fiji Airways we are passionate to be the best. We are currently looking for a driven and passionate individual to join our team in our Sydney office for the following role:*

## **CHANNEL EXECUTIVE - SYDNEY**

As the Channel Executive you will promote Fiji Airways sales through effective working relationships with key trade partners in order to exceed targets. You must have a detailed understanding of the opportunities with each trade partner. You must create and implement plans in order to optimize channel performance. You will work closely with the Regional General Manager Australia to ensure effective use of agreed marketing resources. You must support the regions overall business objectives and work as a team to ensure the region's overall objectives are met and exceeded. You will monitor and provide insights in your respective channels to Marketing.

To be successful in the role you must possess a Bachelor's degree in Business or Marketing field, with strong academic performance. You must have at least five (5) years of sales and/or marketing experience in the travel and tourism industry and must have experience in an agency environment and exposure to a range of selling methodologies, especially B2B relationship management. You must follow up and secure group enquiries. You must have strong analytical skills and willingness to learn. You must have sound business acumen. High level of proficiency in Excel, Word, PowerPoint and other business tools. Excellent written and verbal communication skills. You must be able to embrace change with an innovative approach to problem solving. You must enjoy presenting and be able to manage your own time and tasks.

Applicants must be legally entitled to work in Australia.

### **Applications close on Saturday 17th June 2017**

If you think you have what it takes and want to be part of our world visit our Careers Page and apply online at [fijiairways.com/careers](http://fijiairways.com/careers). Fiji Airways thanks all applicants, however, only those qualified will be screened and only those selected for an interview will be contacted.



[fijiairways.com/careers](http://fijiairways.com/careers)