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Tuesday 20th June 2017



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TD wins AFTA Travel Pages

TRAVEL Daily's parent company, the Business Publishing Group, has been entrusted with the publication of the AFTA Travel Pages from 2018 onwards - the only publication formally endorsed by the Australian Federation of Travel Agents.

AFTA Travel Pages is an annual magazine covering the Australian industry, and will undergo a makeover to include a range of new and existing content and

features such as a year in review, domestic and int'l tourism activity, training and education and a new industry supplier directory.

AFTA ceo Jayson Westbury said given the close relationship with **Travel Daily**, *travelBulletin*, *Cruise Weekly* and *Business Events News* and the group's ongoing media partnership with the NTIA, it was only logical to extend the partnership.

TD publisher Bruce Piper said he was thrilled at the opportunity to publish AFTA Travel Pages, which strongly complements the group's existing portfolio.

The 2018 AFTA Travel Pages will be distributed to agents, suppliers and key stakeholders across the country, with opportunities to participate now available via travelpages@traveldaily.com.au.

VA ups Maroochydore

VIRGIN Australia is expanding capacity to the Sunshine Coast, with additional services to and from Maroochydore from both Sydney and Melbourne.

Effective 23 Jul, an additional weekend MCY flight will operate from Sydney and from 03 Sep further frequencies will be added to boost weekly flights to 11.

From 22 Sep, VA will operate extra MEL-MCY flights on Fri, Sat and Sun, boosting frequencies to 13 per week, with all services utilising VA's two-class 737-800 aircraft including the new Economy X seating product.

QF/AS c's expansion

QANTAS has today confirmed an expansion of its codeshare pact with Alaska Airlines to include four new routes, as exclusively revealed by **TD** earlier this month.

The new additions include San Francisco to Orange County, Minneapolis, Albuquerque and Kansas City, and Los Angeles to San Jose (**TD** 01 Jun).

Qantas' existing codeshare deal with AS incorporates 15 routes.

Further, QF has also enhanced its pact with Alaska Airlines to span lounge entry for Qantas Frequent Flyer members.

From today, QFFF members with a Gold status or higher, and Qantas Club members, can now access AS's lounges in Los Angeles, Seattle, Anchorage and Portland when flying on an Alaska flight connecting with a Qantas international service.

The arrangement enables Alaska Airlines' top tier frequent flyers with Mileage Plan MVP Gold and above, and Alaska Lounge members, to access all 13 Qantas operated International Business and 24 Domestic Qantas Club lounges when travelling on a QF international or domestic flight.

Today's issue of TD

Travel Daily today has seven pages of news and photos, plus a photo page from **Tourism NZ**, **Virgin Australia** and **Air New Zealand's All Star** event in Brisbane last night, and a page from **inPlace Recruitment**.



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Origin Game 2 tips!

THE second game of the 2017 NRL State of Origin will kick off at ANZ Stadium in Sydney tomorrow night, with the Queensland team keen to avenge their Game 1 loss against NSW in the series opener.

Travel Daily readers taking part in our State of Origin Footy Tipping comp also have the chance to win an NRL jersey and a \$200 cruise voucher, courtesy of Breakaway Travel Club, by answering the below questions;

- 1) Who do you think will score the first try in Game 2?
- 2) How many field goals will be kicked during Game 2?
- 3) What will the final score be at the end of Game 2?

Tips need to be submitted by 6:30pm (AEST) Wed 21 Jun to socomp@traveldaily.com.au.



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TNZ revitalises 100% Pure

TOURISM New Zealand is refreshing its 100% Pure New Zealand campaign to address known barriers around thinking of, or considering New Zealand as a holiday destination.

TNZ chief Stephen England-Hall said the push, to launch 03 Jul, would highlight the many things to see and do in New Zealand, and how easy it is to get around.

"It tells the narrative of one journey leading into another & of

this really amazing place where everything's reasonably close but very different," England-Hall explained to **Travel Daily**.

The story will be communicated through video content, along with TV, press, PR efforts, the trade and digital media.

He said TNZ's new strategy was working to include the "third pillar", which he explained as "using our capability and insight to drive decision making in the industry and also in government around tourism & the experience that we offer in New Zealand".

Previously, TNZ was very much focussed on offshore efforts, but it is now also working to connect its in-market strategy with what happens domestically.

England-Hall reinforced the importance of the Australian market, which has seen an 8% growth in tourists and inbound visitors in the last year.

"We think there's increasing demand for places like New Zealand that are clean, green and safe, with lots of things to do within a close proximity."

More on pages **four** & page **six**.

Bigger Airbus A380s

AIRCRAFT manufacturer Airbus has announced enhancements for its double-decker A380 aircraft that will enable another 80 seats to be fitted, expanding the total capacity of the jet to 575 pax.

Extra space for seating could be achieved through removal of sidewall stowage & a redesigned stairwell between the two decks.

Elements of Airbus' 'A380plus' developmental study determined new winglets could result in an up to 4% reduction in fuel burn, while other enhancements to onboard systems, changes to maintenance schedules and a higher maximum take-off weight would provide an improved A380 operational performance.

The flagged changes would see an A380plus in operation six more days annually instead of in a maintenance hangar, resulting in an approx US\$27m in additional revenue for operators, Airbus say.

DRW backs VA/HNA

DARWIN Int'l Airport ceo Ian Kew has pledged support for the proposed alliance between Virgin Australia and HNA Aviation Group, Hong Kong Airlines & HK Express, telling the ACCC DRW "strongly supports" the venture.

NTIA ticket reminder

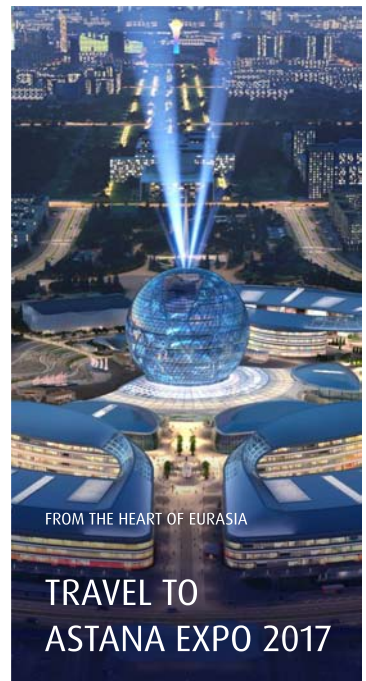
AFTA is urging agents to submit their ticket requests for this year's National Travel Industry Awards, with allocations "selling fast" for the annual gala.

The 2017 NTIAs are being held in the Grand Ballroom at the International Convention Centre Sydney on Sat 22 Jul which has a capacity of 1,500 guests.

Tickets are priced at \$220pp, **CLICK HERE** to make a request.

Marriott 48hr policy

MARRIOTT International has rolled out a new cancellation policy for most of its properties in the US, Canada, Caribbean and Latin America, requiring guests to cancel no later than 48 hours in advance to avoid being charged one nights' accommodation.



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plus taxes.
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CLICK HERE for further details

Aussies infatuated with Disney

AUSTRALIA'S love affair for Disney continues to remain strong as Aussie's head in droves to the company's theme parks.

Speaking exclusively to **Travel Daily** last night at the Disney Days Roadshow in Sydney, David Clark, head of travel Australia & New Zealand at Disney said Australia was one of the largest markets for Disneyland theme parks especially for Disneyland Anaheim.

"The market for Disneyland is extremely strong from Australia. We feel it is very credible on the Australian market with the strong attendance," he said.

Clark highlighted the number of Australians and New Zealanders attending Walt Disney World in Orlando continued to grow.

"We feel that we are quite an important guest to each of those parks, and any Disney park for that matter."

The recent opening of Pandora - The World of Avatar at Walt

Disney World and Guardians of the Galaxy - Mission: BREAKOUT in Disneyland had exceeded the company's expectations.

Clark said the two new features added new elements to the park.

"Both additions add a whole new buzz to the parks. It also brings in something away from mainstream Disney that people associate the parks with, which enables us to target new customers, he said.

Last night's Disney Days Roadshow presentation was held to educate agents on Disney's latest offerings in theme parks, hotels, Aulani, cruise and more.

The theme of the event was night-time spectacles, with organisers showcasing the range of evening entertainment options available at Disney properties.

Disney will speak to 1,500 agents over the roadshow, which heads to the Gold Coast, NZ, Perth and Adelaide next month.

Quest Newcastle West

QUEST Apartment Hotels says it is on track for the 03 Jul opening of its next NSW-based property, Quest Newcastle West, with bookings now being accepted.

Complementing the CBD-based 61 apartment Quest Newcastle, the new property will feature a mix of 78 studio, one-, two- and three-bedroom serviced apartments, all with kitchen and laundry facilities.

New Ynot account

YNOT Concepts has announced it has been appointed as reps in Australia & New Zealand for Victoria Falls, Zimbabwe-based outdoor & adventure specialists, Wild Horizons.

Along with its stable of touring, Wild Horizons manages five lodges in Victoria Falls: The Elephant Camp, The Elephant Camp West, The Stanley and Livingstone, Imbabala, Zambezi Safari Lodge and Ursula Camp.



Window Seat

THERE are many interesting and weird legal cases, especially surrounding airlines, from suing an airline for a broken in-flight entertainment system to suing for losing a finger on board.

Currently a man is suing Delta Air Lines for being badly injured by an emotional support canine, and leaving him with 28 stitches on his face.

In an Alabama court the man's lawyer is questioning why the dog wasn't wearing a muzzle and why it was put in the middle seat.

Sitting in the window seat, he claims the dog began to growl and then attack him as he went to put his seat belt on.

The attack took place while the San Diego flight was preparing to take off from Atlanta.

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WIN TICKETS TO TIE

This week Travel Daily and the Travel Industry Exhibition & Conference are giving away two tickets to the Sydney and Melbourne events.

The inaugural Travel Industry Conference, "Agents of Change," will inform and inspire delegates to shift the way they think about their business in order to recognise their own value, and increase their customer base. A stellar line up of speakers from inside and outside the industry will discuss big picture trends, key skills development, latest industry tools and best practice case studies. You can view the full speaker list here - travelindustryexpo.com.au/conference/speakers/

To win, have the most creative response to the question and tell us if you'd like a ticket to Sydney or Melbourne. Send your answer to tie@traveldaily.com.au

Tell us what excites you about attending this years Travel Industry Exhibition & Conference?

THE TRAVEL INDUSTRY EXHIBITION & CONFERENCE
SYD: 2017 | 20-21 July
MEL: 2017 | 25-26 July



Xmas Is eco-resort

DEVELOPMENT of the first eco-resort inside any Commonwealth national park has been approved for Christmas Island National Park, with Swell Lodge to debut next year, initially with two chalets perched on an oceanside cliff.

Golf Trip 2019 on sale

AGENTS can score some big commission by booking The Golf Touring Company's new global 16-day itinerary which includes a private charter of an Airbus A340.

The Golf Trip 2019 will visit five countries (Singapore, Vietnam, Dubai, Ireland & Scotland) and includes golf rounds at 10 of the "world's most iconic courses", luxury hotel stays and a number of included meals.

The Golf Touring Company's md Stuart Catterson said the itinerary would be the "ultimate bucket list golf tour" and would feature a number of "well known faces".

Teeing off on 26 Sep 2019, the itinerary is priced at \$45,000 for golfers and \$41,000 for non-golfers, with agents earning 10% commission on bookings.

See <https://thegolftrip2019.com>.

New WWT NSW bdm

WENDY Wu Tours has named Sarah Arane as its new business development manager for NSW and ACT.

Arane was a finalist for AFTA's National Travel Industry Awards in the bdm Rookie of the Year category for 2015, based on her position with Cover-More Travel Insurance where she has been working for the past three years.

Cathay mid-year sale

RETURN airfares to London are on sale with Cathay Pacific priced from \$1,415 in Economy class as part of the airline's latest special.

The 'Mid-Year Sale' offers deals on routes to China, North East Asia, North America and Europe and is running until 06 Jul for travel between 19 Jun-31 Mar.

Flights ex Australia, via Hong Kong, to Beijing or Shanghai lead in at \$649, or \$823 to Taipei and \$1,599 to Los Angeles.

See www.cathaypacific.com.au.

TNZ boss in Australia for All Stars



TOURISM New Zealand's new chief executive, Stephen England-Hall, embarked on his first trade event outside of New Zealand last night, meeting with partners in Brisbane during the NZ All Stars roadshow event.

The tourism organisation is travelling Australia this week with 18 regions to showcase what makes each part of NZ unique.

"Demand is growing and we're thinking how do we help agents be more effective and sell more of New Zealand more effectively themselves and we thought why not package as much of the country up as we can and take it on the road with us," he said.

In the role since Apr, England-Hall is spending the next couple of months getting familiar with TNZ's key markets and will also be stopping by China, America, South America and Europe.

During his local visit he's also meeting with in-market partners like Flight Centre, Virgin Australia, Tourism Australia and will be visiting ICC Sydney.

England-Hall is **pictured** above at last night's NZ All Stars event in Brisbane with Tony Saunders, gm Australia Tourism New Zealand.

More from the event on **pg 6**.



Be Rewarded with Consolidated Travel and Emirates

Consolidated Travel and Emirates would like to reward you with vouchers for new bookings ticketed **16 June - 04 July 2017** and for departures 15 July onwards.

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LAST week AFTA released its Annual Report for the year ended March 2017 and announced the Annual General Meeting to be held on Fri 21 Jul at 9.30am the day before the NTIA, as has become the custom for this process. This past year's annual report has had some significant modifications and I am sure that everyone will read all 74 pages, our longest in our 60-year history.

As an organisation, AFTA celebrates its milestone 60th year in 2017. Over the past 60 years the travel industry and travel agents have changed significantly and I am proud of the fact that AFTA has done what it can to change with the industry and to adapt to the needs of its members.

This year's annual report includes detailed information about the ATAS accreditation scheme, the participation levels, approvals, terminations and refusals along with a great deal of information about the complaints and the complaints handling process that AFTA has embraced as part of the scheme. Some of this detail has been reported by *Travel Daily* but I encourage everyone and in particular travel agents to take another look at this section of the report. It provides some detail about the sorts of things consumers are approaching AFTA about and how the scheme has assisted in reaching agreements without the need for intervention from government both departmental and political or legal actions. This is a real illustration of how an industry can self-regulate and manage its affairs without escalation to the satisfaction of consumers and in 99% of cases the ATAS participants. To read the annual report **CLICK HERE**.

Of equal importance is the fact the AFTA continues to be financially sound with a modest contribution going to retained earnings, solid asset base and being in very good finance health.

Industry associations of all shapes and sizes vary when it comes to this metric and it is vital that AFTA maintains its ability to deliver on the policies debated and agreed and can execute action when it is necessary.

I am also really pleased with the response to the cooperative cinema advertising campaign that was launched last week. This campaign is designed to support travel agencies who wish to take part in on screen advertising using the ATAS commercial that has been produced specifically for this purpose. Those wishing to get more info about this initiative simply email Jo@afta.com.au for all the information.

So as with each year, AFTA has produced a professional and comprehensive annual report and I encourage everyone in the travel industry to take a look at the detail.

Delta suites on sale

DELTA Air Lines has put its Business class Delta One suites and Delta Premium Select fares on sale.

Both products will be offered on the airline's first Airbus A350, due to enter service in Nov.

The A350 will operate services from Detroit to Tokyo Narita from 30 Oct, as well as on select flights from Detroit to Seoul Incheon from 16 Nov and from Detroit to Beijing from 17 Jan.

Travelport Fusion

TRAVELPORT has released a new product for airlines, which it says allows them to provide a cost-effective mobile app offering flight search, booking, check-in, boarding pass and passport scanning functions.

Named Travelport Fusion, it can be deployed within weeks.

Air NZ passengers up

AIR New Zealand increased its total passenger numbers to 1.165 million during May, an 8.7% increase over the same month of last year.

Short-haul passenger numbers increased 9.4% after increases in domestic trunk route services and the deployment of larger aircraft on regional routes.

Tasman and Pacific traffic increased 8.2% to 243,000 passengers during May, while long-haul passenger numbers were up 4% to 137,000.

TripAdvisor photos

TRIPADVISOR now offers a photo tool that allows hotels to blend their best photos and top reviews into an animated promotional preview.

Called Storyboard, it takes the place of a photograph in a listing.

MW gets into Korean spirit



MW TOURS and China Southern Airlines hosted a group of agents from around Australia on a recent trip to Korea which included visits to Seoul and Pusan.

The itinerary featured highlights including a Bibap Show, Insadong Antique Market, Haesinsa Temple and Everland theme park.

The group is **pictured** getting their "sexy Korea on", dressed in traditional costume after a Kimchi Cooking Class - back row from left are Ann Bridgewater, Ballarat Cruise and Travel; Jo Meredith, MTA - Mobile Travel Agents; Mark O'Neill, The Adventure Specialist; Karen Robinson, Travel View; David Armstrong, Bicton Travel and Kylie Duncan-Tiver, MTA and

Sarah Butler, Travel Directors.

Front row: Toni Perrin, TravelManagers; Renee Brown, Thor Travel; Kay Russell, MW Tours SA, WA & NT sales manager; Sally Laing, China Southern Airlines and Erica Garcia, italktravel Brighton.

In front is MW Tours' local travel director, Yumi.

Europcar acquisition

EUROPCAR has announced it will acquire low-cost car rental company Goldcar, which operates in Portugal and Spain.

The move follows Europcar's purchase of German rental company Buchbinder in May.

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NZ All Stars hits the road in Brisbane

THE first of this week's NZ All Stars roadshow events kicked off in Brisbane last night, marking the return of the series for the first time in over 10 years.

Hosted by Tourism New Zealand in partnership with Air New Zealand and Virgin Australia, the roadshow will tonight visit Sydney before heading to Melbourne (21 Jun) and Perth (22 Jun).

Speaking to **Travel Daily** at last night's function, TNZ chief executive Stephen England-Hall said TNZ had previously taken agents to NZ, but due to growth, demand and an "appetite" for NZ in Australia, it was time to "bring New Zealand to the world".

Agents were welcomed last night with a very enthusiastic Maori cultural performance followed by a special "safety demonstration" from Air New Zealand and Virgin Australia's crew ambassadors.

Next participants found themselves embarking on an "itinerary" through New Zealand, moving between the 18 regions to uncover hidden gems and hear about the experiences of each.

The regions creatively conveyed their offering, with the opportunity to taste local food and wine, dress up as a hobbit, jump on a bike and experience NZ's cycling tracks, partake in Dunedin's Jaffa race and more.



KYLIE Dickenson, Queensland client development manager, Virgin Australia; Zoe Austin, Flight Centre and winner of a trip for two to NZ; Tony Saunders, gm Australia Tourism NZ and Ben Evers-Swindell, Queensland bdm Air New Zealand.



DARYN Sibley, Escape Travel, unlocks his winning case with the help of Abhi Rajkumar, crew ambassador Air New Zealand.



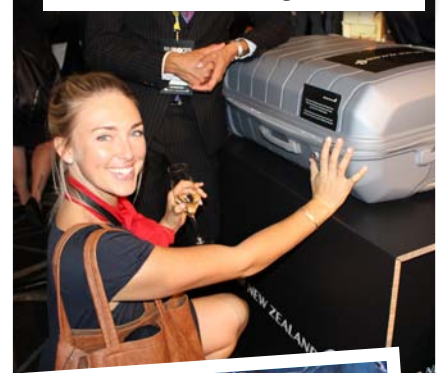
VIRGIN Australia's crew ambassadors get into the spirit of the night.

AYLA Downing and Sarah Lewis, Flight Centre don their best hobbitwear.



BEN Evers-Swindell, Queensland bdm Air New Zealand explores New Zealand's scenic rides.

GREER Gardiner, Flight Centre, tries her luck unlocking a suitcase.



LIANA Bullen, Lauren "Birthday Girl" Steele, Erin Barnes and Jaune Shives - all from Flight Centre Travel Group.



JULIE Wilson, Fusion Holidays and Simone Nankervis, Fusion Holidays battle it out in the Dunedin Jaffa race.



GAY Ring, Travel Dreams; Casey Brunsdon, Destination Great Lake Taupo and Dilni Abey Werra.



HAMISH Evans, Hawke's Bay Tourism, with Air New Zealand and Virgin Australia ambassadors.



ELIZABETH Pemble; Meredith Mock and Ellen Howard battle it out on the West Coast.



Money

WELCOME to *Money*, TD's Tue feature on what the Australian dollar is doing.

\$1AUD = US0.752

THE Australian dollar fell last night in response to news that global ratings agency Moody's had downgraded the big four banks over concerns about the local housing market.

The agency said although it didn't expect a sharp downturn in housing, it couldn't ignore the risk of high levels of debt.

While the Aussie dollar softened against its US counterpart, it gained against other currencies in response to strong metal prices.

Having reached three month highs earlier, the dollar sunk below US75c last night.

Wholesale rates this morning.

US	\$0.7572
UK	£0.5943
NZ	\$1.044
Euro	€0.6792
Japan	¥84.52
Thailand	฿25.62
China	¥5.100
South Africa	R9.7901
Canada	\$0.9971
Crude oil	US\$44.26

MH A380 to ICN, NRT

MALAYSIA Airlines will deploy its Airbus A380-800 aircraft on flights to Seoul Incheon and Tokyo Narita to meet a surge in demand over the third quarter of this year.

The double-decker will operate from Kuala Lumpur to Seoul Incheon daily from 07 Sep.

It will also operate on flights to Tokyo Narita weekly.

The carrier's services from Kuala Lumpur to London Heathrow will continue to operate with A380s during this time.

Top Achievers fams

SCENIC has announced its 2017 Top Achievers destinations with the luxury cruise & touring company's Top 10 consultants set to enjoy an Irrawaddy River Cruise aboard *Scenic Aura*.

Agents placed 11-20 will earn a place on a Mekong River Cruise on *Scenic Spirit*.

The Top 20 Scenic consultants are based on sales made from 01 Jul 2016 to 30 Jun 2017.

New QR commercial

QATAR Airways is responding to the flight bans imposed by neighbouring countries with a new TV commercial proclaiming "no borders, only horizons".

The ad has been posted on social media and says "travel is a right for all" and that the world's skies should be open and free from restrictions.

The airline says 90% of its network is operating smoothly, despite border closures, including its Australian flights.

To view the video **CLICK HERE**.

Kakadu in Mandarin

THE Northern Territory Government has trained an additional 30 Mandarin-speaking tour guides to support Chinese visitors to Kakadu National Park.

The training program included a one-day workshop at Charles Darwin University and two days' training within the park.

Facilitated by the Dept of Tourism and Culture, the university and Parks Australia, the initiative is part of the territory's \$5million China Ready Program to boost Chinese visitor numbers.

Ascend Brooklyn

THE waterfront LOOK hotel in the Red Hook district of Brooklyn, New York, is the latest addition to the Ascend Hotel Collection by Choice Hotels International.

The 81-room boutique hotel "showcases the neighbourhood's old industrial past" and joins more than 230 properties under the Ascend brand.

Vietnam shows off its secrets



FOUR Mobile Travel Agents (MTA) recently explored Vietnam to find out the secrets of the destination's success.

The group visited as guests of Mia Resorts Vietnam and stayed at the company's properties in Binh Thuan and Nha Trang to get a taste of why Vietnam has been attracting so many of their clients this year.

As well as exploring local attractions, the agents took time to sample resort activities including yoga and spa sessions, language lessons and a visit to the kitchens to learn about local Vietnamese cuisine.

The group is **pictured** above, from left: Fiona Snell, Jennifer McCullough, Jo Gonzalez and Dianne Russo.



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

11) When did China Southern's Australia based flight attendants begin serving the Sydney-Guangzhou route?



中国南方航空
CHINA SOUTHERN AIRLINES



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