# Travel Daily

First with the news

Wednesday 8th November 2017

#### DON'T LET A CHANGE IN GDS CAUSE DELAYS IN YOUR CAREER





#### Last year for EK cup

**EMIRATES** is ending its longstanding naming rights sponsorship of the Melbourne Cup this season, with the Victorian Racing Club understood to have signed a new partnership deal with carmaker Lexus.

EK has been involved with the Spring Racing Carnival for the last 14 years, and Emirates vice president Australasia Barry Brown yesterday confirmed from the podium that 2017 was the final year, as he presented the winner's trophy.

The travel industry is enjoying the last year of Emirates' hospitality at its landmark Flemington Birdcage marquee, with the carrier hosting key partners for Derby Day, Cup Day, Oaks Day and Stakes Day - pics from yesterday on page four.

Travel Daily will be on location at the Spring Racing Carnival for Oaks Day - see all the action from the Emirates A380-themed venue in tomorrow's issue.

# VA reports sales growth

VIRGIN Australia ceo John Borghetti this morning announced improving results for the carrier, with group revenue up 5.7% for the three months to 30 Sep 2017 (TD breaking news).

Speaking at the VA annual general meeting, Borghetti said the quarter had also reflected an \$18m uplift in Underlying Profit Before Tax for the company.

Domestic passenger numbers increased 1% and capacity was down 3.3%, leading to a 3.8 point increase in load factor to 81.4%.

Borghetti said the airline's Better Business program "continues to track ahead of schedule," and now that the

#### Today's issue of TD

Travel Daily today has seven pages of news and photos, plus full pages from:

- Albatross Tours
- Travel Trade Recruitment

major transformation of the VA customer offering was complete "our focus is now on completing our financial transformation in order to deliver sustainable profitability".

The Virgin Australia AGM also included the appointment of two new independent directors to the airline's board effective 01 Jan.

The additions include former Brambles ceo Trevor Bourne and Mark Chellew, previously md of Adelaide Brighton.

#### Ardent ceo resigns

THE ceo of Dreamworld operator Ardent Leisure has thrown the company into further turmoil, announcing his resignation after only six months in the iob.

Simon Kelly, who took over from the previous chief Deborah Thomas in Jun, will be replaced on an interim basis by group chief financial officer Geoff Richardson.

#### Peppers Bris opens

THERE'S a new hotel on the Brisbane skyline, with the opening of FV by Peppers in the new \$600m FV development on Alfred Street in Fortitude Valley.

The property offers one- and two-bedroom apartments with full kitchens, laundries, separate lounges and dining areas and private balconies with views.

It also boasts a u-shaped skyline pool, moonlight cinema, VIP private spa lounges, a gym and yoga retreat.

Peppers is offering stays in a one-bed apartment from \$199 per night - call 1300 987 600.

#### Viking extensions

VIKING Cruises has announced three cruise extensions to its 15-day Australia & New Zealand ocean itinerary.

Guests can choose between a Great Barrier Reef, The Best of Australia and an Auckland tour.

Prices start from \$2,269pp.





# TICKET UP TO WIN

To enter, eligible entrants must book Virgin Australia Economy Getaway and Freedom fares on Trans Tasman and International short-haul flights ex Australia marketed or operated by Virgin Australia between 3 October 2017 and 5 November 2017 for travel between 3 October 2017 and 31 March 2018. The agent with the highest ticketed revenue will WIN 2 return Business Class flights to Hong Kong. Plus there are weekly prizes up for grabs!

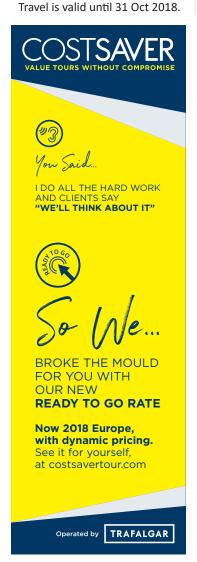
WIN FIND OUT MORE





#### **BA** earlybird deals

BRITISH Airways has released earlybird specials from Australia to the UK, Singapore and Europe. Running until 30 Nov, customers can fly return to LHR ex Sydney for \$1,273 in World Traveller class (Economy) & Singapore for \$669.



# Tourism's "wake-up call"

RISING disquiet in destinations facing over-tourism should be heeded as a "wake-up call" for the industry, the head of the World Tourism Organization (UNWTO) has warned ministers and leaders at the World Travel Market (WTM) in London.

UNWTO secretary general Taleb Rifai drew attention to protests mounted this year in locations including Barcelona, Venice and Amsterdam, where concerns over crowding and accommodation costs have promoted a backlash from locals.

"This is a wake-up call; we have to make decisions now," Rifai told the WTM Ministers' Summit.

"We cannot continue to build five-star hotels in three-star communities," he said.

"Jobs and charity are not enough – we need to diversify visitors' activities, reduce seasonality and raise awareness of less busy destinations." World Travel and Tourism Council (WTTC) president Gloria Guevara said it was important to highlight the benefits of tourism to local communities.

She said Barcelona used to have high rates of crime and unemployment before the development of tourism, and that Miami was a great model to follow as it had developed effective policies to deal with cruise passengers.

Responding to concerns about high numbers of cruise passengers in Venice, Silversea Cruises chairman Manfredi Lefebvre d'Ovidio defended his company's role in the city, saying cruise lines brought valuable tourists without the need to build new hotels.

He pointed to the Galapagos Islands as the best destination for dealing with over-tourism, where strict limits on cruise passenger numbers had been introduced.

#### **HBA** services resume

**SERVICES** from Hobart Airport have resumed today after a fatal helicopter crash caused the cancellation and diversion of flights yesterday evening.

All flights were halted after the crash at about 5:20pm, with some services diverted to Launceston.



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### Avis finalists are all mobile

**HOME-BASED** travel agents will dominate the Avis Travel Agent Scholarship this year, with all four finalist spots awarded to out-ofstore consultants.

It is the first time finalists for the prestigious scholarship have come entirely from the mobile sector and comes as judges place a fresh focus on innovation.

This year's finalists are MTA Travel's Amber Halleday from Mount Gambier in SA, New Zealand Travel Brokers' Brigitte Kempf from Timaru on the

#### Bath salt flight ban

**CANADA** has announced a list of new items to be banned from flights, including powders like bath salts, baby powder and sand.

From 27 Nov, powders and granular material of 350ml or more will be blocked at screening points, including sea salt, foot powder and cooking powder.

Items including baby formula, protein powder, tea and coffee will still be permitted.

Other changes mean knives of 6cm or less are no longer prohibited, except going to the US. South Island, TravelManagers' Kim Mason from Sydney, and TravelManagers' Nakita Byrne from Mount Arthur in NSW.

The four consultants will attend a final judging session on 13 Nov, with the winner announced at a presentation dinner that evening at the Four Seasons Hotel Sydney.

This year's recipient will fly Qantas to the US, Europe or Asia to attend a Phocuswright conference and will receive a 12-month membership of Cruise Lines International Association. a Polonious Resources Personal Profile, tickets to the AFTA National Travel Industry Awards and tuition at Southern Cross Uni.

#### Sea Princess reveal

**SEA** Princess has emerged from a two-week dry dock in Singapore with a new look, ahead of her deployment in Australia, New Zealand and the South Pacific from 18 Nov

Princess Cruises has added features including a new outdoor movie screen, remodelled youth spaces, new Princess Luxury Beds and Club Class Mini-Suites.

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Discover where the next hot spots are in the November issue of travelBulletin.

**CLICK** to read travelBulletin

#### New shade of Thai

**THE** Tourism Authority of Thailand (TAT) will debut a new marketing concept "Open to the New Shades of Thailand" in a bid to draw more tourists to the Asian country.

The tourism bureau will target luxury travellers, honeymooners, women, families and Gen Y.

TAT will work with its int'l partners and tour operators to implement the initiative.

The campaign aims to reflect the unique characteristic of the Thai people to welcome int'l visitors of all "shades".

#### Asian cities surging

**DEMAND** for travel to Asian cities is reaching sky high, according to Euromonitor International who unveiled its the Top 100 City Destinations Ranking 2017 report.

Euromonitor said Hong Kong is the most visited city in the world, in part due to the surging outbound demand from China.

Bangkok was second, followed by London in third and Singapore in fourth.

Euromonitor expects Singapore to move into third by 2025, giving Asia a clean-up of the podium.

#### Lindblad new-build

**LINDBLAD** Expeditions has signed an agreement with Norwegian shipbuilder Ulstein to build a new expedition ship for its fleet.

The new-build is scheduled for delivery in 1Q20, and Lindblad has an option to purchase two additional ships.

The ship will have 69 cabins and suites and will include 12 cabins for solo travellers.



# Window

**CONCERNED** about identity theft? The culprit may be very close to home, at least according to a British man who thought his Paypal account may have been hacked.

It turns out the offender was in fact his nine-year-old daughter, who booked herself a "dream holiday to Disneyland" by guessing his password.

Susan Wilson pinched her dad's phone while he was asleep and used it to book travel arrangements in France worth more than £1,000 (A\$1700) including flights, a VIP tour of the Eiffel Tower and tickets on the Disneyland Express train along with park entry.

Her father Ian only noticed something was awry three days later when he spotted money missing from his account.

The child claimed ignorance, saying she had "just been mucking around" on the phone. Initially Paypal refused to provide a refund, but eventually returned the money as a gesture of goodwill, describing the incident as "friendly fraud".

#### Scenic India release

**SCENIC** has launched The Mystical Wonder of India and Sri Lanka brochure for 2018/19.

The brochure features seven itineraries ranging in length from 12 to 27 days.

Guests who book by 31 Mar can take advantage of deals including a partner fly free for tours of 12-16 days and a \$200 early booking discount on select itineraries.



# Travel Daily

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#### RCI 2019/20 plans

**ROYAL** Caribbean International has unveiled its 2019/20 Alaska. Caribbean and Europe sailings.

The program packs in the first Quantum Class ship to visit Alaska, four new ports of call in Europe, and a range of sailings in the Caribbean.

A highlight is Ovation of the Seas' US debut for the 2019 Alaska season, with the vessel to homeport in Seattle, Washington, during the northern summer.

The ship will sail seven-night itineraries from Juneau to Victoria, British Columbia and will join Radiance of the Seas in Alaska, which sails seven-night open-jaw itineraries between Seward and Vancouver.

Royal Caribbean will also introduce four new European ports of Visby, Sweden; Zadar, Croatia; and Porto, Portugal and Oasis of the Seas will spend the northern summer cruising from Barcelona - CLICK HERE for more.

#### Oberoi to Americas

GRUPO GDI has signed an agreement with the Oberoi Group of India to develop Oberoi Hotels and Resorts in the United States, Canada, Mexico, Latin America and the Caribbean.

The first two Oberoi properties have been secured and will be formally announced in early 2018.

Oberoi exec chairman PRS Oberoi said he looked forward to bringing the chain's personalised service to the region.

#### TripAdvisor growth

TRIPADVISOR has posted a total revenue of US\$439m in the third quarter of 2017, ending Sep.

The 4% growth came out of its non-hotel arm, which grew its profits by 26% from US\$101m in 3Q16 to US\$127m in 3Q17.

TripAdvisor also recorded a 32% y-o-y growth in user reviews and opinion after it reached 570 million at 30 Sep.

# Cup day in the EK marquee



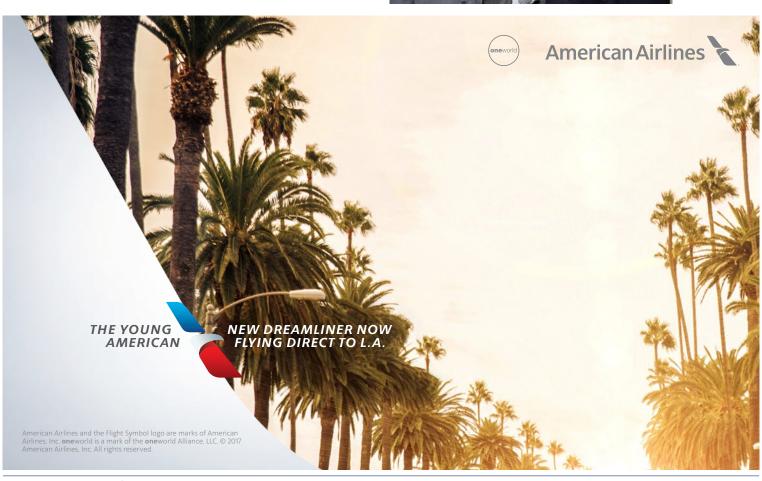
**YESTERDAY** Emirates vice president Australasia Barry Brown made the most of the airline's final year of Melbourne Cup sponsorship, hosting key industry partners, VIPs and celebrities in the lavish Birdcage Emirates Marquee at Flemington.

**Guests included Consolidated** Travel's Spiros and Dennis

Alysandratos (top), along with Dubai Tourism's Julie King (above). Also present were Flight Centre md Graham Turner with colleague

> pictured left with Brown and EK's Paul Starrs. See tomorrow's TD for all the action of Oaks Day at the carnival.







# **Aussies sample Hong Kong**



AUSSIE agents were part of an international line-up who took part in the first Hong Kong Specialist Club (HKSC) Incentive Famil last month.

A total of 38 agents from 15 countries, including Canada, Germany, Japan, Korea, Malaysia, New Zealand, UK and the US, were hosted by Hong Kong Tourism Board (HKTB) & tourism partners for the four-day famil.

Highlights included a 360 Lantau Sunset Tour; sampling Cantonese

delicacies at a dim sum lunch in Old Town Central; and tasting local and international wines at the Wine & Dine Festival.

The delegation also took time to network with tourism partners, who updated them on the latest developments and news.

Pictured are: Kapil Phri, Jetways Travels India; Linda Critchell, MTA Travel Australia; Josephine Hanney, Travelcall Australia and Debra McRobbie, House of Travel New Zealand.

#### Amex data platform

**AMERICAN** Express has launched Amex Advance, a platform which facilitates secure analysis of American Express closed-loop transaction data, partner data and publicly available consumer data.

The platform is designed to predict future buying behaviours of a desired audience within the US population and can be used to request highly customised audiences.

The data can help to target advertising and deliver personalised recommendations.

#### Wild west holidays

**GRAND** American Adventures has launched seven new "indepth" experiences for 2018.

The trips include upscale accom and three of the additions include "the real wild west", aiming to take travellers to places they might not otherwise discover.

The itineraries include the sixday Canyon Country In-Depth, priced from \$4,449pp and six-day Yellowstone and Teton In-Depth, from \$4,959pp.

#### Marriott in Suzhou

**MARRIOTT** International has debuted two hotels in the Suzhou Taihu National Tourism and Vacation Zone in China.

The new additions are the 275-room Suzhou Marriott Hotel Taihu Lake and the 224-room Renaissance Suzhou Taihu Lake Hotel and their opening marks the first international hotels to debut in the zone.

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#### Dave, the hotel

A NEW boutique hotel called The Dave is set to open this month in Tel Aviv, Israel.

The 35-room property is the first in a new line of properties from the Brown Hotels Group, referred to as "The Sons of a Brown" and designed to provide "more accessible accommodations for the young urban traveller".

# **Destinations**

THE TAAP TOP TEN Brought to you by Expedia **Build your own sensational** Packages through Expedia

TAAP. **Expedia TAAP Destinations OCT 2017** 



Expedia TAAP reported an outstanding month with near record trading through October. A huge 996 different destinations were booked through Expedia TAAP agents. The top ten destinations booked were Sydney, Melbourne, Brisbane, Singapore, Hong Kong, Gold Coast, Perth, London, Adelaide and Cairns. Auckland, Bali, Hobart and Canberra were just outside the top 10.

Dubai showed strong growth along with the ever popular with TAAP, Los Angeles. Amsterdam and Ho Chi Min showed the biggest growth for EMEA and Asia. Canberra and Hobart showed terrific growth on the local scene.

Little movement on the regional split this month. Markets were steady Month over Month with EMEA was steady at 18% market share. OCEANIA up 2% to 36%, USA down 1 to 10% while Asia was down 1 to 34% of the destination mix.

Agents are continuing to explore and book the fabulous Package Rates through TAAP in conjunction with the fabulous airfares in the market. Hawaii is particularly popular at the moment.

Some of the out of the way destinations last month included Cameroon, Niue, Joplin MO, Tunisia, and Paradise Island in the Bahamas.

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#### The chateau life in France



**BRITISH** Airways, in conjunction with The Oetker Collection and Atout France, recently hosted a famil in France and London for Helloworld Travel & MTA agents.

The group flew Business class on British Airways, staying at Chateau St Martin in Vence where they visited Matisse's chapel.

The prestigious Hotel du Cap Eden Roc in Antibes was the next stop, before agents hopped on board the TGV train to Paris and stayed at Le Bristol Hotel, then concluded the trip in London at the Lanesbrough.

Pictured dining in the beautiful grounds of Chateau St Martin are: Susie Myers, MTA Travel;

Sally Cornell, Travelcall; Darryl Sloshberg, Sabra Travel; Marion Coullet, Chateau St Martin; Chris McGetrick, Bayview Travel; Kathryn Maynard, St Ives Travel; Tony Knox, Oetker Collection; Carolyn Ryan, Ovation Travel; Spencer Bladon, British Airways.

#### American to Beijing

**AMERICAN** Airlines has launched a daily nonstop flight from LA (LAX) to Beijing (PEK).

The route will be operated using a Boeing 787-8 Dreamliner aircraft and marks the third nonstop route for the carrier from the US to the Chinese capital.

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# **Accommodation Updates**

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



Caesars Palace in Las Vegas has completed a US\$100 million renovation of all 1,181 rooms and suites in the building. The upgrade includes 10 luxurious new villas featuring fine finishes, bespoke furnishings and a curated art program on the 29th floor. Villas include

US\$20,000 85 inch TVs, 24K gold-plated plumbing fixtures and whirlpool bathtubs. The villas are inspired by aesthetics from the French Empire, English Regency, Ancient Grecian and European Biedermeier periods.



For travellers seeking a fresh way to discover Malaysia's scenic Penang Island, Hotel Jen Penang's recent refurbishments may be of interest. The 443-room hotel completed a US\$14m, 15-month renovation that saw a range of updates made to the lobby, Club

Lounge and all suites. The resort is located in the heart of the UNESCO World Heritage of George Town, Penang's capital city.



Set beside the waters of Port Stephens in New South Wales is The Anchorage, a five-star luxury resort that has recently relaunched following an 18-month refurbishment. Among the newly-added facilities are the restaurants The Wild Herring

and The Galley Kitchen which include alfresco and indoor dining and Hemingway's Bar, a place to sit down and enjoy some of the world's rarest and unusual whiskies.



The French Renaissance-style **Hotel** Crescent Court in Dallas, Texas, has recently completed more than 60% of its \$30m renovation with o1 Jan the slated date for the refurb to be formally finished. Once concluded, the upgrade will feature an

overhaul of all 229 guest rooms, its spa, elevators and lobby area.

#### **SAA** seeks partner

**SOUTH** African Airways' new ceo Vuyani Jarana says the airline is seeking a new equity partner that can inject funds into the business and avoid the need for a government bailout, according to a Bloomberg report.

SAA wants the investor to be in the aviation industry, and says selling assets is also possible.

#### Beijing air train

BEIJING is currently working on a fast transit railway to connect the city with its new airport development, scheduled to be operational by 2019.

The new 41km line will be the fastest intra-city transit system in the country and connect to the new airport which will handle 100 million pax per year.



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#### **CNN** recovery fund

**BROADCASTER** CNN has launched the 'Go There Media Fund' to provide travel and tourism expertise to distressed destinations and countries recovering from natural disasters.

From 2018, the fund will provide pro-bono consultancy, strategic direction and CNN airtime and inventory for campaigns that help recover national identity and build their tourism brand on the world stage.

The move was launched at a gala dinner as part of World Travel Market in London.

#### Penang closures

**ASIAN** Trails Malaysia is advising that large parts of Penang have been shut down including the Kek Lok Si Temple and Penang Hill funicular in the wake of a massive downpour and strong winds.

#### Orlando goes Xmas

series of Christmas events as its key attractions transform into a winter wonderland, but with a little extra sunshine of course.

will debut its Sunset Seasons Greetings projection light show from 09 Nov, while Universal Orlando will transform Hogwarts into Christmas in The Wizarding World of Harry Potter.

SeaWorld Orlando will offer Dine with Rudolph and Santa Claus at Wild Arctic.

#### **WOW JFK debut**

**WOW** Air will begin services from Reykjavik to New York JFK on 26 Apr.

one of WOW Air's Airbus A321s, featuring 200 seats.

The airline is also increasing its

**ORLANDO** has announced a

Disney's Hollywood Studios



guide from Tifs - tifs.com.au

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perfect choice for your clients wanting an authentic, small ship

expedition cruise to the Polar regions. The winner will have the

To improve your entry, here are some helpful research tools:

**QATAR** Airways has launched its latest destination promotion campaign, dubbed 'Qatar Welcomes the World'.

The campaign is designed to capitalise on Qatar's new visa facilitation measures, which it claims makes it the most "open" country in the Middle East in terms of the number of countries eligible for visa-free travel.

Qatar unveiled the news at the 37th World Travel Market (WTM)

This route will be operated by

EWR flights to 13 per week.

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Huma landmark

JUST under four years since it was formed, Huma Charity Challenge, the fundraising arm of World Expeditions, has announced it has raised \$4 million for a number of global charities.

The milestone comes with the news that a Huma Charity Challenge team reached Everest Base Camp on their challenge to raise funds for cancer research with more than \$56,000 raised.

#### expeditions **HX** opts for Sabre

aurora

**SABRE** Corporation has reached a multi-year agreement to provide Sabre MIDT Network Plus data to Hong Kong Airlines.

The purchase is expected to be central in providing the airline with much-needed intelligence as it charts its expansion plans into North America.

Hong Kong Airlines will have access to booking data from Sabre agents worldwide for all destinations where Hong Kong Airlines operates.

The data will help the carrier understand pax traffic patterns.

#### Peninsula funding

**FACILITIES** to attract and keep visitors in the lower Eyre Peninsula will be built at the Glen-Forest Tourist Park and Vineyard as part of a SA Regional Development Fund grant.

The tourist park will expand and improve its product by adding a new reception, kiosk and shop, a cellar door & an adventure maze.



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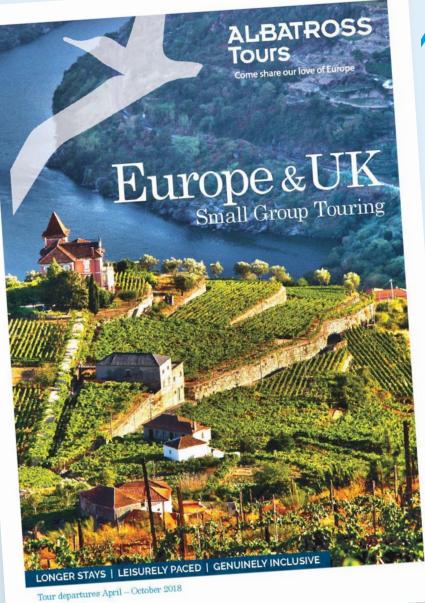
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#### **Special Groups Co-Ordinator**

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

#### **Groups & Adventure Consultant**

Gold Coast, Competitive Package, Ref: 1991AW1

Our client is based in the Gold Coast and looking for an experienced travel consultant. Booking international and domestic product, you will be customer focused, with a positive attitude and ability to work in a team. You will be working with the youth market - specialising in Groups and Adventure travel - as well as participating in Account Management and Consulting. Working towards sales targets, you will be well rewarded! Want to work Mon-Fri? Then this role is for you!

For more information please call Amanda on (07) 3123 6107 or click APPLY now.

#### **Retail Travel Consultant**

#### Shepparton, Up to \$45k + Super + Company Perks, Ref: 3123MC1

Seeking an experienced travel consultant to join a highly regarded team in Shepparton. This agency has a high focus on customer service and is looking for someone with the same view to join their business in order to maintain and build on their existing client base. With a central location in Shepparton you will be managing and creating your customers itineraries from start to finish with a wholesome approach to travel. GDS experience is desired and great company benefits on offer!

For more information please call Meg on (03) 9988 0616 or click APPLY now.

#### **Digital Marketing Executive**

Sydney, Circa \$70k + Super, Ref: 3043SO1

Work for an award winning company in the CBD, you will be an experienced marketing executive that loves working within a great team which supports the larger function. You should enjoy working in a fast paced environment & will be looking for a fantastic new challenge to embrace. You should be someone who is creative & good at digital transformation, you will have the freedom to shape the digital presence, over multiple products & services as the continued digital transformation takes place.

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#### **Experienced Travel Consultant**

Gold Coast, Competitive Package, Ref: 1993AW1

The ideal candidate will be well travelled & have min. 2 years experience in travel. A strong background in Luxury Travel & Cruising would be an advantage and having worked in a destination focussed agency; you will thrive on comprehensive itineraries. Our client offers full time (Mon-Fri), competitive salary package, uniform, educational leave & a supportive environment. If you would like to work for an award winning agency & consult via appointment only – then this role is for you!

For more information please call Amanda on (07) 3123 6107 or click APPLY now.

#### **Senior Wholesale Consultant**

South Melbourne, Up to \$45k + Super + Bonus, Ref: 3145HC1

My client is seeking two senior wholesale consultants to join their growing brand. This highly regarded travel company is expanding rapidly due to demand for their product and are looking for two experts to join them. If you have two years retail travel consulting or wholesale reservations experience and a passion for providing a high level of customer service this role is for you. With a focus on European product, this role is deal for those who have sold or travelled Europe extensively.

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

#### **Travel Consultant**

Perth, Competitive, Ref: 1771SJ1

An exciting new position has opened in Perth for an experienced travel consultant looking to focus on high-end bookings. This Monday – Friday role in a small but experienced and friendly team is offering a highly competitive salary package for the right candidate. A loyal clientele providing repeat bookings and a supportive team makes this a sought after position. I am looking for at least 12 months travel industry experience. We are commencing interview shortly so don't miss out!

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



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