

Travel Daily

First with the news

Monday 13th November 2017

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AIR Tickets is offering a \$3,000 gift card to the top selling agency of Korean Air tickets ex SYD and BNE, plus another \$3,000 for the agency with the best sales growth.

Gift cards are also on offer for every Economy and Business class ticket sold by 03 Dec - see **page 10**.

ATAC hits \$200m mark

RECORDS have tumbled for the Australian Travel Agents Co-operative (ATAC) which achieved a total transaction value (TTV) of over \$200m in the 2016/17 financial year and reached a milestone 100 members.

Speaking with **TD** at the group's annual conference in Hobart on Fri, ATAC chairman Ken Morgan said the turnover milestone had come on the back of year-on-year growth over the past three years.

Members' airfare sales continued to climb by 5% year-on-year despite compression on yields, he said, and preferred partner targets had been achieved.

Morgan said the buying group had flagged ambitions for growth within the Australian market, but stressed that adding members would not come at the expense of a continued focus on growth opportunities within the group's existing membership.

"It's a balance - we could go out there and add 20 or 30 new members, but is that the right number and are they the right members?" Morgan said.

"We want to make sure we can focus on our existing membership because that's where the biggest opportunities are."

ATAC directs all profits back to members and cites better negotiating power, financial transparency and independence as its value propositions.

"As we're building our network, we've now got an even stronger case to put forward to new members," Morgan added.

More on **page four**.

Albatross Europe

ALBATROSS Tours is highlighting its 2018 Europe & UK small group touring program, in which more than 70% of tours are guaranteed departures.

Options include the 16-day Italian Lakes & Tuscany, from \$7,499ppts - see **page eight**.

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Today's issue of TD

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

- Albatross Tours
- AA Appointments jobs
- KE/Air Tickets promo

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Emirates opts for B787s

EMIRATES has signed a US\$15 billion deal to buy 40 Boeing 787-10 *Dreamliners*, expanding its existing fleet of B777 and Airbus A380 aircraft.

The deal - equal to almost A\$20 billion at current list prices - was announced at the Dubai Airshow yesterday and represents a shift in fleet strategy for the carrier.

"Emirates' orders today will be delivered from 2022, taking the airline well into the 2030s," said the airline's chairman and chief executive Sheik Ahmed bin Saeed Al Maktoum.

"We see the 787 as a great complement to our 777 and A380 fleet, providing us with more flexibility to serve a range of destinations as we develop our global route network," he said.

The *Dreamliners* will increase the carrier's medium-size twin-aisle operations which already include the world's largest fleet of Boeing 777s.

Emirates will also be the first airline to receive the new Boeing 777X aircraft in 2020.

MEANWHILE, rumours at the Dubai Airshow suggest Emirates is also planning to announce an order for dozens more of its flagship Airbus A380s.

Reuters says sources have revealed an order for up to 38 super-jumbo jets worth about US\$16 billion (A\$20.9 billion).

Goldman cruise head

THE Goldman Travel Group has appointed Leighton Schembri as its new cruise manager, working across all the group's agencies.

Schembri joins from Travel the World and will be involved in training, sales and marketing and supplier liaison.

Based in the Bondi Junction office in Sydney, he will also be involved in the roll-out of the group's recently acquired brand, The Cruise Centre (**TD** 24 Oct).



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IIPT honours tourism peacemakers

THE International Institute for Peace through Tourism (IIPT) has honoured seven "global ambassadors of peace through tourism" in an awards ceremony which took place in London at World Travel Market last week.

Awards went to PATA ceo Mario Hardy and immediate past president of the World Travel and Tourism Council, David Scowsill.

Just a Drop Foundation founder Fiona Jeffrey; Costa Christ, ceo of Beyond Green Travel; UNESCO Goodwill Ambassador HRH Princess Dana Firas of Jordan; Geoffrey Lipman, director of

Travelism Institute; and "tourism author and thought leader" Anita Mendiratta rounded out the seven, while Dr Taleb Rifai was given the lifetime award as a "Global Man of Peace".

The awards were sponsored by Cox & Kings, with ceo Peter Kerkar presenting some of the accolades during the event.

IIPT founder Louis D'Amore said in 2018 the organisation would focus on its Peace Parks project, the association with Flanders to mark the centenary of the end of the First World War, and a "Travel for Peace" campaign.

Visit New Zealand's North Island in the November issue of *travelBulletin*.

CLICK to read
travelBulletin

Tourism NZ

Hobart travel agent to be sentenced

THE long-running court case in which Hobart travel agent Lee-Anne Levett was accused of "hacking" into the Tramada login of rival Andrew Jones Travel is expected to be resolved later this month, with the Tasmanian Supreme Court Acting Justice David Porter last Fri saying he now has the "factual basis needed to sentence the accused".

The case (**TD** 04 Oct 2013, **TD** 28 Jun 2017, **TD** 21 Aug 2017) has come before the court more than 45 times, with a final sentencing hearing scheduled for 24 Nov.

Levett, who formerly owned The Travel Studio, has admitted to 48 counts of using the Tramada username and password of a former staff member who had moved to Andrew Jones Travel, in order to access information relating to a University of Tasmania travel tender which was jointly awarded to both agencies.

There has been "significant legal argument" about Levett's motivation for obtaining the confidential information, according to the *Hobart Mercury*.

ANA Europe boost

ALL Nippon Airways is extending its network in Europe over the upcoming winter season via an expanded codeshare deal with its Star Alliance partner Lufthansa.

The ANA code will be placed on flights from Frankfurt to Dublin, Vilnius and Zagreb as well as from Munich to Dublin and Zagreb.



Window Seat

THERE'S no doubting the commitment of The Lido Group to satisfying customer needs.

The specialist hotel booking and payments provider recently came up with an entirely new method of hotel settlement.

A particular university client of Lido had requested an urgent booking of a specific small guest house in Phnom Penh, Cambodia.

Lido's Darren Lee reached out to the property to organise the booking - and was presented with a curly problem after ascertaining by phone that there was a strict policy not to accept most forms of conventional payment - including no credit or debit cards or bank transfer.

"Cash only," was the mantra, making things somewhat difficult for Lido.

However the inventive Darren realised the property was actually just around the corner from where his father lives in the Cambodian capital.

Problem solved! A quick call to Dad had him organised to drop the cash in and collect the invoice for Lido.

Lido ceo Steve Mackenzie assured **TD** that Darren will be fully reimbursed.

"But we're not sure his dad will ever see the money again," he added.



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Travel Daily on location aboard *Crystal Bach*

Today's issue of *TD* is coming to you from Mainz, Germany courtesy of Crystal River Cruises as we experience the line's recently launched *Crystal Bach*.

CRYSTAL River Cruises says it is "completely reimagining the river cruise experience," with its five-strong fleet of vessels.

The brand launched in Jul last year with *Crystal Mozart*, which was followed up this year with newbuilds *Crystal Mahler* and *Crystal Bach*, our base this week.

Next year *Crystal Debussy* and *Crystal Ravel* will join the fleet.

All of the Crystal river ships feature ship-wide butler service, and all suites have huge panoramic windows which open onto the river to give passengers a true indoor-outdoor experience.

After flying into Frankfurt and receiving courtesy Crystal transfers to where *Crystal Bach* was docked, our itinerary this week sees us sail south from Mainz towards Switzerland.

Spectrum keel laid

ROYAL Caribbean Int'l has celebrated the keel laying of its new ship, *Spectrum of the Seas*.

At the Neptun Werft shipyard in Rostock, Germany, a 620-tonne block was lifted into the building dock during the ceremony to mark the commencement of the ship's construction.

Set to debut in 2019, *Spectrum* will be the next evolution of the cruise line's Quantum class ship, and will be placed in her own class called Quantum Ultra.

Spectrum of the Seas will be designed for the China and Asia Pacific market.

TIME raises \$10k

TRAVEL Industry Mentor Experience (TIME) has secured close to \$10k through a silent auction, with the funds raised to be injected back into the organisation's ability to mentor the travel industry.

Auction items were donated by a long list of brands in the travel space including Air New Zealand, Club Med, Rail Plus, Four Seasons Hotels and Hawaiian Airlines to name only a few.

ATAC winners are India bound



THERE was much cause for celebration on Sat as the 2017 Australian Travel Agents Co-operative (ATAC) conference drew to a close with a gala dinner and awards night in Hobart.

In a year that has seen 19 new members join the expanding co-op and record turnover produced, members scooped up some sensational rewards from suppliers including drones, Google Home devices and bottles of champagne.

The highlight of the evening was the ATAC achiever awards in which 10 agencies won seven-day tours of India courtesy of Total Holiday Options and flights courtesy of Consolidated Travel.

ATAC chairman Ken Morgan thanked major sponsor Travelport for hosting the night before announcing next year's conference would be held in Singapore in partnership with Singapore Tourism.

Pictured is Ken Morgan (centre) with the winning agencies including Ramsgate Travel (NSW), National Warrnambool Travel (Vic), Cruise Express (NSW), Colac Travel (Vic), Travel Plus (Vic), Lilygate Travel (Vic), Meridian Travel (Vic), Esplanade Travel (Vic), Holiday Travel & Cruise (Vic) and Time 4 Travel (Qld).



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Jewel kicks off local season



NORWEGIAN Cruise Line's *Norwegian Jewel* sailed into Sydney yesterday, kicking off the line's inaugural homeport season in Australia and New Zealand.

Hosting trade and media on board for a ship tour, entertainment and lunch, exec vp int'l business development Harry Sommer said *Jewel's* deployment had been "a fantastic success".

"We've had many successes and this has been one of the big successes for us this year," he said, hinting that "anytime something is successful, the likelihood that we're going to repeat it is great".

The vessel will sail in local waters until Feb and operate nine cruises, including visits to Tasmania, Eden, Kangaroo Island and New Zealand, and it will return in 2018/19 fresh from a multi-million dollar upgrade. Norwegian is set to release

its 2019/20 season in Dec and Sommer said he was optimistic "that at that time we'll announce a ship coming here".

Norwegian Jewel's debut season in Australia and New Zealand is all but sold out with 30-40% of cabins going to Australian pax.

Sommer said *Jewel* was "a nice, mid-sized ship for this market to start with".

"We wanted to go to the Australian market because it's one of the five largest cruise markets in the world and the only one that we didn't really have a real presence in," he said.

More in **Cruise Weekly** tomorrow & pics on **FACEBOOK**.

Pictured are: Harry Sommer, executive vice president international business development, NCL and Ben Angell, vice president marketing Asia Pacific, Norwegian Cruise Line Holdings.

Central hotel plan

A **MULTI-BILLION** dollar revamp of Central Station in Sydney is in the works, according to government documents obtained by *ABC News*, with a boutique hotel development forming part of the proposal.

Planned upgrades at the location are slated to cost \$2b and include a 180-room luxury hotel to be constructed in the landmark building.

For the hotel plan to be realised, an existing light-rail stop will need to be relocated to Pitt St in order to create a turning bay outside the hotel foyer.

No opening date has been revealed for the hotel.

The development would also include forcible acquisition of a YHA hostel and other nearby properties to make way for three office towers of up to 40 storeys.

Sth African on sale

SOUTH African Airways is currently offering travellers special deals on both Economy and Business class tickets from select airports to Johannesburg.

All-inclusive Economy class flights from Adelaide, Brisbane, Melbourne, Perth and Sydney to Johannesburg are available from \$1,077, while Business class fares start at \$3,897.

The deal is on sale to 16 Nov.

Peugeot savings

TRAVELLERS in the UK can save up to \$1,620 on 40-day leases of Peugeot vehicles with globalCARS.

Deals apply to all 29 vehicles in the Peugeot range which can be driven throughout Europe, into the Baltic and some eastern European regions.

The offer is available throughout 2018 for vehicles contracted by 22 Dec - call 1300 789 992.



WIN TICKETS TO THE AACTA AWARDS

Join the biggest names of the Australian film and television industry on the red carpet at the 7th Australian Academy of Cinema and Television Arts (AACTA) Awards,

held on **DELTA**

Wed 06 Dec, supported by Virgin Australia and Delta Air Lines.

Virgin Australia and Delta Air Lines are giving 4 lucky agents the opportunity to each win a double pass to the Ultimate Fan Experience which gives access to the red carpet grandstand, plus ticket access to the stylish and entertaining Awards Ceremony, including a goody bag full of memories of an extraordinary day!

To be in the running, showcase your best Hollywood moment ensuring you feature a DL and VA logo or imagery to

aactaawards@traveldaily.com.au

Island Air grounded

ISLAND Air ceased flight operations between the islands of Hawaii on 10 Nov after the company filed for bankruptcy protection on 16 Oct, according to a *Forbes* report.

Hawaii Tourism Authority ceo and pres George Szigeti said the news was unfortunate and "Island Air's service was appreciated by residents and visitors needing to travel between the islands".

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Taking expressions of interest for future appointments in Sydney, Melbourne, Brisbane and Adelaide

Skyway \$3m revamp

THE new Scenic Skyway opened its doors today at Scenic World in the Blue Mountains following a \$3 million upgrade.

Scenic World's enhancement aims to improve the visitor experience and consolidate its position as a top tourist attraction.

An upgraded cabin features an additional 30% capacity to provide a more spacious visitor experience and improve queuing times during peak periods.

To top it off, the re-configured cabin also includes free wi-fi.

United pulls Delhi

UNITED Airlines has cancelled flights to New Delhi from Newark until the city's air improves.

UA said pax could switch flights or find a seat on another airline.

Pollution in the city has hit 40 times the WHO's safe level.

Birmingham focus

VISITBRITAIN has announced a partnership with Birmingham and the surrounding areas to promote the region to overseas visitors.

The three-year deal is a joint initiative with BHX, the West Midlands Growth, Shakespeare's England and Marketing Peak District & Derbyshire.

The first year of the partnership will focus primarily on the United States market.

Cook's cruise dates

CAPTAIN Cook Cruises Fiji has released 2018/2019 departure dates for its two seven-night Northern Fiji Discovery cruises - The Four Cultures Discovery Cruise and the Colonial Fiji Discovery Cruise.

Prices start from \$2,512pp for a porthole cabin on a Colonial Fiji Discovery Cruise.

CLICK HERE for more info.

Etihad marks Louvre opening



ETIHAD Airways marked the opening of The Louvre Abu Dhabi with a fly-over by one of its Airbus A380 aircraft.

Etihad Airways also commissioned a short video shot from the flight deck of the aircraft and from within Louvre Abu Dhabi, to celebrate the day.

Two helicopters were also in the sky to capture aerial vision as the A380 flew over the museum, located in Abu Dhabi's Saadiyat Cultural District.

EY ceo Peter Baumgartner said it was an honour for the airline to be involved on the historic day.

"Abu Dhabi can now proudly take its place among the world's foremost cultural destinations, and we, as the UAE's national airline, are poised to play our part in bringing millions of guests to our home to experience this modern wonder of art and humanity first-hand," he said.

Etihad Airways is the Louvre Abu Dhabi's official airline partner, having been the first to sign a deal in Oct (**TD** 19 Oct).

ADL growth kicks in

ADELAIDE Airport has been ranked Australia's fastest growing capital city airport for international passenger numbers in 2016/17, according to BITRE.

Data released showed international passenger numbers at Adelaide Airport grew by 10.9% to the end of Jun 2017.

This translated into a record 952,000 international passengers flying into Adelaide in 2016/17.

The airport has 46 international services each week on the books, to nine international destination with nine different airlines.

WA cuts red tape

ECO-TOURISM operators in Western Australia can now start and run their businesses more easily thanks to the Eco and Nature-Based Tourism Regulatory Mapping and Reform Project.

Delivered by the WA Treasury and the National Business Simplification Initiative, the project will introduce savings to business after previous red tape was removed.

The project consulted more than 80 eco-tourism operators.



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At Virgin Australia we know it's our people which sets us apart. They provide the drive and passion to make a real difference for our guests. The Virgin Australia Holidays team are no exception and they are currently recruiting for a Brisbane based Product Coordinator to join the team and assist in the development of the most unique products, holidays and experiences.

You'll be responsible for loading travel product contracts into our tour operator platform and publishing them for sale on the website. You will also brief sales/marketing teams and manage ongoing supplier relationships including ongoing product updates, details and conditions.

Experience in a similar role, loading products and seeing them through to customer delivery is a must have for this position. So if you see yourself working behind the scenes bringing some exciting new products to market for our airline guests, then please apply at www.virginaustralia.com/careers.

Application close 17 November 2017

SPG mobile check-in

STARWOOD Preferred Guest has revealed it will roll out mobile check-in services to members across Asia in over 300 hotels.

The loyalty program will aim to have the mobile check-in offering implemented across a range of hotel brands including Westin, Sheraton, St Regis, Four Points, Le Meridien, Tribute Portfolio and The Luxury Collection hotels.

Parent company Marriott says these enhancements are key because of the ubiquitous nature of smart phone use in planning travel-related activities.

Puffing Billy boost

HERITAGE railway Puffing Billy in the Dandenong Ranges near Melbourne is set to receive a major funding boost from the Victorian Government.

More than \$8.2m will be allocated to improve facilities at the tourist attraction.

The upgrade will include a new "discovery centre" for the railway, which catered to a record 487,000 pax in 2016/17, 60% of whom were from overseas.

Construction is expected to commence before the end of 2018 and be complete by 2020.

Win tickets to Houston with United Airlines



Terms & conditions

During November, *Travel Daily* and United Airlines are giving agents and wholesalers the opportunity to win flights from Sydney to Houston.

To be in the running, send us a photo, meme or similar combining United Airlines and Houston, showcasing United's new direct flights to Houston. The most creative response will win. Send your entries to united@traveldaily.com.au

United will begin flying non-stop from Sydney to Houston from January next year. It will be the only non-stop service between Australia and Houston. United will operate the route with their latest Dreamliners, ensuring a more comfortable experience on the ultra-long haul flight.



Brochures

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure of which you'd like to make the industry aware, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Grand Pacific Tours - Cruise and Coach 2018/19

The latest Cruise and Coach brochure by Grand Pacific Tours is out and to celebrate the new release an earlybird deal is being offered for bookings prior to 31 Dec 2017. Discounts for getting in early will include a \$200 saving per couple plus US\$350 of on board credit. Additionally, travellers taking advantage of the deal get the choice of a Classic Beverage Package with agents also being incentivised by earning a \$50 Coles Myer Gift Card per room booked.



Scenic - The Mystical Wonders of India and Sri Lanka 2018/19

Big early bird offers are being thrown out there to travellers with Scenic's new brochure for India and Sri Lanka tours when booked before 31 Mar, 2018. Seven itineraries are in the program, ranging in length from 12 to 27 days, across both the north and south of India and Sri Lanka.



Qantas Holidays - Canada & Alaska 2018/19

The latest brochure from Qantas Holidays features a range of new destinations including Vancouver, Toronto, Ottawa, Montreal and Quebec City. The big ticket items in the new itinerary include a selection of wildlife experiences such as the Northern Lights and bear viewing. Also included is a selection of Alaskan Cruising to offer a taste of cruising in this amazingly wild region.

Disney holidays

DISNEYLAND and Disney California Adventure Parks have transformed their parks into a "winter wonderland filled with seasonal attractions" to celebrate the holiday period this year.

From 10 Nov to 07 Jan, the attractions will feature jolly decor and festive treats.

Fiji transfer offer

NANUKU Auberge Resort is offering travellers a one-way air transfer between its aerodrome and Nadi International Airport plus a return drive transfer for guests choosing to stay eight nights at the all-villa resort during school holidays.

The offer is valid for travel until Dec next year.

Mugabe airport

ZIMBABWE will renew its airport infrastructure through a \$153m upgrade to its main hub in Harare, doubling pax capacity.

The cash will be used mainly to expand the runway.

When complete, the airport will be renamed as Robert Mugabe Int'l Airport, *Reuters* reports.

Flydubai shows MAX

FLYDUBAI has paraded its new Boeing 737 MAX 8 aircraft at an airshow in Dubai, with a further six to join its fleet by the end of the last quarter of 2017.

The new plane will assist flydubai in improving efficiency and expanding operations.

2018 EUROPE & UK SMALL GROUP TOURING OVER 70% GUARANTEED TO DEPART

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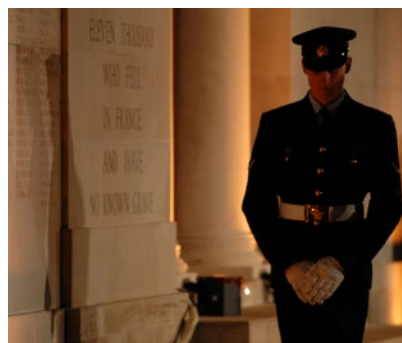


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Richard bought the whole tour alive as a pilgrimage not just a sightseeing tour. His passion and stories made the tour special. One of the best value for money tours we have taken.
- Ray & Angela



Commemorate Remembrance Day on the Western Front

Join Albatross Tours at Villers-Bretonneux, France to commemorate the 100th anniversary of the signing of the Armistice. Travellers will experience the Remembrance Day Commemorations and retrace the steps of the diggers throughout the Somme and Flanders battlefield sites.

Fully escorted by an experienced tour manager the tour includes transport in a first class touring coach, 9 nights' accommodation in authentic style hotels with portage, breakfast daily, 6 dinners, all sightseeing, excursions and entrances as per the itinerary plus more.

Departing on 3 November 2018 from Paris, the 10-day Remembrance Day on the Western Front tour is priced at \$3,739 per person twin share.

Contact our European Tour experts for details.

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BRISBANE OR SYDNEY – UP TO \$82K PKG**

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**REGIONAL REVENUE MANAGER
PERTH/ADELAIDE – EXEC SALARY PKG**

We are looking for an experienced area/regional revenue manager to join this expanding hotel group. Lead a team of Revenue Mgrs. /Analysts & work closely with hotels to design & implement revenue management processes & strategies across all hotels in your region to achieve company goals. Work closely with all key stakeholders to plan & deliver results. Exec. salary + bonus + benefits. Exp. in a similar role a must along with great leadership & analytical skills.

ARE YOU CREATIVE

**DIGITAL MARKETING EXECUTIVE
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This global company have a rare opportunity to join their marketing team, you will need to have digital experience to be considered. This organization is growing significantly so room for progression is definitely something they can offer. Based in the CBD and a reputable company that anyone would be proud to work for. Great package on offer and excellent working conditions. Call for more information.

RELATIONSHIP MANAGER

**GLOBAL CORPORATE ACCOUNT MANAGER
SYDNEY- SALARY UP TO \$120K**

As a global Corporate Account Manager you will be responsible for the regional program with the objective of building relationships, growing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with people at all levels up to executives. Interviews to commence this week.

BUILD & DEVELOP RELATIONSHIPS

**ACCOUNT MANAGER
BRISBANE – PKG DOE**

Can you build & develop client relationships? We are looking for a switched on Account Manager with sales & travel management experience to join their growing team. You will be responsible for managing existing clients, developing opportunities to grow revenues & retain business. Strong salary package on offer. Previous account management experience in a TMC environment required along with strong strategic, presentation & communication skills.

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\$3,000

Coles/Myer Gift Card for the Agency with the highest sales ex SYD and ex BNE

Terms and conditions: Incentive period 6 November – 3 December 2017. Valid on all Korean Air international tickets ex Australia issued on KE (180) ticket stock. \$3,000 Coles/Myer Gift Cards will be awarded to (a) The top agency sales ex Sydney (b) The top agency sales ex Brisbane (c) Agency with the most growth in sales ex Sydney versus corresponding period in 2016 (d) Agency with the most growth in sales ex Brisbane versus corresponding period in 2016. \$30 Coles/Myer Gift Card will be awarded for the first 1000 economy return tickets issued to Europe, USA and Asia. \$50 Coles/Myer Gift Card will be awarded for the first 150 business class return tickets issued to Europe, USA and Asia. Infant, cancelled, group bookings and refunded tickets are ineligible. Prizes are non-transferable and any FBT implications are the responsibility of the winning agency. Sales will be automatically tracked by Korean Air and helloworld who reserve the right to cancel or alter the conditions of the incentive at any time. Winners will be notified within 60 days after the incentive period expires. All winners must be an international travel consultant and full time employee of the agency. This incentive is open to Helloworld Branded, Helloworld Associates, My Travel Group Member and Air Tickets customers.

