



## Women's pay in spotlight

**WOMEN** in the tourism and hospitality sectors are being paid significantly less than their male counterparts according to Swinburne University research which suggests Australia is falling behind in wage equality rankings.

A report by associate professor in marketing at Swinburne, Dr Simon Pervan, says women in the tourism sector are earning 8.5% less than males, while in the hospitality sector women are earning 7.5% less.

"This confirms many previous international studies, some of which even show much higher discrepancies," Dr Pervan said.

"It's real and it needs to be addressed," he said.

The study involved a survey of more than 1,400 women and 950 men to determine whether Australia rivalled other countries when it came to the gender wage gap, particularly in tourism.

"We chose the tourism sector because it plays an important role in driving economic growth and the creation of employment opportunities for women," Dr Pervan said.

"This is particularly important in the case of Australia, where tourism is largely a female-dominated industry."

A report by the World Economic Forum released earlier this month found that despite being ranked in first place for educational attainment among women, Australia is ranked 42nd when it comes to wage equality.

## VA LAX cancellation

**VIRGIN** Australia has had to cancel or reschedule some of its Los Angeles flights between 07 and 12 Dec because of unscheduled maintenance in its Boeing 777 fleet.

The airline has issued a waiver code BW000062 for affected pax holding tickets issued before 20 Nov, allowing them to avoid additional fares, taxes and fees.

## Today's issue of TD

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

- inPlace Recruitment
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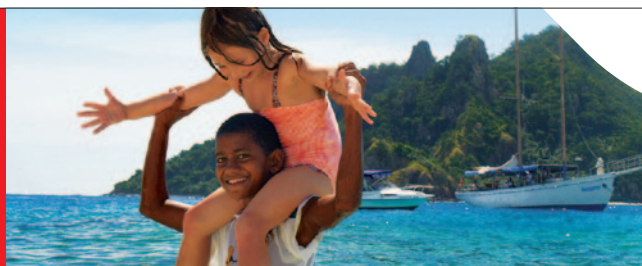
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## Mulholland to leave Wu

**WENDY** Wu Tours today announced the "imminent departure" of Andrew Mulholland, md Australia.

He will leave the Asian specialist operator after 18 months with Wendy Wu - and just five months after being promoted to md Australia/NZ (**TD** 13 Jun 2017).

Mulholland joined Wendy Wu in Jun 2016, with the company saying since then he had been instrumental in supporting the company's transformation from a

"brochure-only operation to one which now encompasses a fully bookable website".

Wendy Wu Tours said he had also re-engaged partnerships with key consortia partners and substantially increased the company's brand awareness.

Group ceo Joe Karbo said Mulholland had led the Australian direction of the Wendy Wu brand, supporting its global digital restructure and "delivering our Australian operations a solid platform for market adaptation, which was acknowledged by our trade partners by winning Best Specialty Wholesaler at the 2017 National Travel Industry Awards". Details of Mulholland's next move have not been revealed at this stage.

## Volvo Uber deal

**URBAN** transport looks set for even more disruption in the next couple of years, with car maker Volvo announcing the sale of at least 24,000 self-driving autonomous vehicles to Uber.

The deal has been estimated to be worth over \$2 billion, with the specially modified XC90 SUVs to be delivered to the ride-sharing disruptor between 2019 and 2021.

Uber will add a rooftop camera, additional sensors and software, and will assume liability for the decisions made by the vehicles.

## Strong Oct for SYD

**SYDNEY** Airport recorded 5.8% growth in international passenger numbers during Oct, driven by seat capacity increases from existing and new airline customers along with strong load factors.

Domestic traffic also performed well, up 2.8%, with md Kerrie Mather saying the airport hit a new record in Oct, for the first time facilitating 43 million pax over the prior 12 months.

The fastest growing nationality through SYD in Oct was Korea, with a whopping 42% year-on-year increase in pax numbers.

## Int'l traffic soars

**INTERNATIONAL** passenger traffic in 2016/17 rose 6.7% on the year prior to reach 38.661 million, the latest report from the Bureau of Infrastructure, Transport and Regional Economics (BITRE) shows.

Qantas claimed the largest market share in 2016/17 with 15.9% followed by Jetstar with 9.2%, Emirates with 8.5%, Singapore Airlines with 8.1% and Air NZ with a total of 6.6%.

When compared to 2006/07, Qantas Airways' share has slipped by 12.4 percentage points.

## Qatar lifts Europe

**QATAR** Airways has increased frequencies from Doha to Stockholm, Oslo, Milan and Rome in response to strong demand.

The carrier has also increased flights from Doha to Moscow from twice daily to three per day, starting 14 Dec.

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## MEL check-in technology

**MELBOURNE** Airport says it is "busting check-in queues" with new technology never before seen in an Australian airport.

Launching in the lead-up to the busy Christmas travel period are two new check-in-zones with "hybrid desks" which allow airlines to switch between using self-service bag drop or full service traditional counters.

The versatility means carriers can adapt their operations to meet customer demand in a matter of minutes, the airport said.

Airport ceo Lyell Strambi said additional carriers and capacity increases mean "our passenger numbers are growing faster than the old-style airport could possibly cope with".

He said the new technology was a key investment to support airlines because as more passengers chose to self-serve at check-in, the cost of staffing traditional desks was reduced.

"Those staff can be more effectively deployed in a true customer service function - out on the floor to help those passengers who really need some support to get on their way, not trapped behind a desk doing manual processing."

The first carrier to use the hybrid desks for check-in will be United Airlines, for its Melbourne to Los Angeles service.

Further upgrades are underway with more check-in enhancements and an eighth baggage reclaim area which will boost international inbound passenger throughput by 15%.

### Dom pax steady

**DOMESTIC** passenger numbers hit 5.26 million in Sep, up just 0.1% on the same month of 2016.

BITRE figures show capacity was down 3% from Sep last year and RPKs were down 0.7%.

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## Air NZ tops ratings

**NEW** research by Roy Morgan says Air New Zealand is the top international airline among Australians, with a customer satisfaction rating of 88.8%.

The Kiwi carrier was just ahead of rivals Singapore Airlines on 88.3% and Emirates on 87.3%.

Qantas remained the top Australian international airline with a customer satisfaction rating of 80.2% ahead of main rival Virgin Australia on 74.9%.

The biggest improver over the past year was SQ, up 2.8%.

## ATEC opens summit

**OVER 400** tourism leaders from across the country are gathering in Perth this week for the Australian Tourism Export Council (ATEC) Meeting Place event.

Being held at Crown Perth and the Hyatt Regency until tomorrow, it is only the second time the event has been staged outside Sydney in 45 years.



## Window Seat

**ONE** of the great legal mysteries of American airspace has been solved - it turns out there's no law against dropping live turkeys from a plane.

After careful consideration, the US Federal Aviation Administration (FAA) has confirmed to *HuffPost* that its rules "do not specifically prohibit dropping live animals from aircraft", though it hastened to add "this does not mean we endorse the practice".

The issue was raised last month at the Turkey Trot festival in Yellville, Arkansas, where inexplicable tradition dictates live turkeys are thrown from a light aircraft flying at 500 feet.

Outcry over the event has not swayed local officials to act on the practice, prompting unsuccessful pleas to the FAA.

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## AI booking engine

**HOTEL** technology company Avvivo has launched the world's first booking engine powered by artificial intelligence (AI).

The new AI booking service will focus on driving direct bookings and guest loyalty in the first instance, analysing large volumes of data and identifying which variations will yield the best booking engine configuration.

Avvivo claims the new tech will cultivate a better customer experience by "optimising and personalising their journey" and moving away from the traditional one-size-fits-all model.

## SkyTeam YVR lounge

**SKYTEAM** has opened its latest branded lounge at Vancouver International Airport, marking its first foray into the Americas and seventh location globally.

The 528m<sup>2</sup> space caters for First and Business class pax, featuring showers, a buffet and bar.

## Coast targets Korea

**VISIT** Sunshine Coast is taking the initiative to attract more tourists from Korea.

Tourism & Events Queensland and Visit Sunshine Coast held a workshop last week with Korean travel agencies, promoting the virtues of the Sunshine Coast as an attractive tourist destination for their clients.

Access has improved visitation frequency, with Korean Air now offering direct Seoul to Brisbane flights four times per week.

## Rooty Hill Pullman

A **\$100 million** redevelopment of the Rooty Hill RSL will see a five-star Pullman hotel built as part of the Western Sydney Performing Arts Centre (WSPAC).

The development, scheduled for completion in late 2019, will include a 2,000-seat theatre.

Owners expect the area to attract a million visitors over the following decade.

## Qantas Holidays debuts Italy



**QANTAS** Holidays debuted its dedicated Italy brochure to the trade last night in Sydney, with Cinzia Burnes, executive director Helloworld Travel Limited promising the new program is "very comprehensive".

Burnes said the release was the result of 12 months developing "a new brochure that had the best content on Italy" and included hotels she has chosen and those recommended by DMC Gartour.

Burnes told **TD** the brochure was mostly aimed at creating tailor-made itineraries but also featured some packages to make it easier for agents to sell.

"We can do anything from the individual tailor-made itinerary from scratch or we can put together these already-packaged modules that we have in each destination to create a tour."

Burnes added that agents should also ensure they prebook their clients on some of the must-do activities, or run the risk of missing out.

"The assumption that we can turn up and get in, particularly in peak season, would be the wrong one," she warned.

Cinzia Burnes is pictured with Andrew Burnes, ceo and md Helloworld Travel Limited.

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Zagreb	\$1,269*	\$6,729*
Amsterdam	\$1,319*	\$6,919*
Venice	\$1,329*	\$6,929*
Paris	\$1,339*	\$6,929*
Rome	\$1,349*	\$6,949*
Manchester	\$1,409*	\$7,069*

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**HAWAIIAN** Airlines, the International Airline of Giants Netball, will welcome the team on board in Sydney on 28 Nov before flying the players to Honolulu for pre-season training.

During their week in Hawaii, the Sydney-based team will undertake intensive training

including fitness sessions at the University of Hawaii.

Hawaiian Airlines regional director for Australia and New Zealand Gai Tyrrell said the airline was excited to show the team the best of Hawaii.

**Pictured:** Avi Mannis, Hawaiian Airlines snr vp marketing; Jamie-Lee Price, Giants Netball player; Carolyn Campbell, Giants Netball ceo and Gai Tyrrell; Hawaiian Airlines regional director Australia and New Zealand.

## BA boarding plan

**BRITISH** Airways is introducing a boarding policy that means passengers buying the cheapest seats will be the last to board.

To take effect from 12 Dec, BA said the move was designed to simplify the boarding process, and bring it into line with other carriers, including AA & IB.

Travellers in a higher class or who hold oneworld status will still be able to board at the front.

## Air China adds neo

**AIR** China has taken delivery of its first Airbus A320neo aircraft.

The plane features eight Business and 150 Economy class seats and is one of 60 the carrier has on order from the giant European manufacturer.

Tuesday 21st November 2017

## Germany film win

**THE** German National Tourism Office's (GNTTO) film production *A Journey Through the Night* came second in the category Destinations/Countries, at the ART&TUR International Tourism Film Festival in Portugal.

Germany's film showcased key tourist attractions, grand architecture, folk festivals, landscapes and outdoor activities.

GNTTO ceo Petra Hedorfer said the film showcased the best of Germany as a tourist destination.

**CLICK HERE** to view the film.

## Trainee of the year

**MOBILE** Travel Agents (MTA) newcomer Alicia Faulkner has been named Robina State High School Trainee of the Year.

Faulkner has been part of MTA's in-house school-based training program since 2016.

She will begin her travel career at the company's Gold Coast head offices in Jan 2018.

Under the workplace scheme, students are trained in a variety of areas in their chosen industry.

## ASEAN China links

**NEW** levels of ASEAN-China tourism cooperation were lauded as a success at the closing ceremony of the ASEAN-China Tourism Cooperation Year 2017.

The partnership saw both sides share data and tourism statistics at multiple levels, promote quality tourism through the enhancement of standards, encouraged participation at travel trade shows and tourism festivals.

China is the biggest source of foreign tourists for ASEAN.

## Aurora names ship

**GREG** Mortimer will be the name of Aurora Expeditions' newest expedition ship.

The vessel is named after the Australian adventurer and Aurora Expeditions co-founder.

The 104m ice class 1A expedition ship will launch in time for the 2018/19 season.

Details on the itinerary will be released in early 2018.

## Dual brand launch

**WYNDHAM** has unveiled plans to construct a dual-branded hotel in the Brickell district of Miami, due to open in 2019.

The 445-room hotel will include a never-before-seen combination of the Wyndham Grand and TRYP by Wyndham brands.

The Wyndham Grand will have 200 rooms and the TRYP will have 245 rooms.

## AirAsia X to Jaipur

**AIRASIA** X will add a new four times-a-week service to Jaipur, India, from Kuala Lumpur, Malaysia, starting 05 Feb.

The route will use Airbus A330 aircraft and will offer connections to flights from Australia.

A promo fare of \$241 one-way is available until 25 Nov for travel between 05 Feb & 06 May 2018.



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# Travel Daily

Tuesday 21st November 2017

## Inspiring Aus & NZ

AAT Kings has released its new 2018/2019 Inspiring Journeys brochure, featuring eight itineraries across Australia and New Zealand ranging from five to 22 days in duration.

Adventures listed in the new brochure includes a five-day trip to Kakadu, a 13-day experience in Australia's tropical north and central outback and an 11-day journey in New Zealand exploring the best sights between Auckland and Wellington.

A new itinerary is also available called Victoria's Hidden Gems, exploring Melbourne's laneways & cultural sites in the Grampians.

## On the pastry train

SHANGRI-LA Hotel, Sydney is getting in the festive spirit by displaying a giant gingerbread train inside the hotel from 01 Dec.

Boasting an impressive list of specs including 2,000kg of gingerbread bricks, 500kg of lollies, 100kg of fondant and more than 200 lollipops, the train is sure to impress more than just those with a sweet tooth.

Executive pastry chef Anna Polyviou designed the artwork which will be available to view in the lobby throughout Dec.

## New look for Adina

ADINA Apartment Hotel Melbourne has revealed a stylish new look featuring 11 penthouse apartments, a renovated roof-top pool and a brand new makeover for all of its 155 apartments.

Aiming for a modern international aesthetic throughout, the new penthouses go for a New York loft-style look.

The refurbishment of the Adina Apartment Hotel Melbourne is part of owner TFE Hotels' expansion in the city, with four new properties planned.

## Sanctuary revamp

SANCTUARY Retreats has revamped its Sanctuary Olonana in Kenya, with the property due to open its doors in Jun 2018.

The renovation includes the addition of 14 new glass-sided suites designed to maximise the wilderness experience for guests.

This is the latest in a series of refurbishments across the Sanctuary portfolio.

## Plaza Premium SZX

PLAZA Premium has signed a letter of intent with Joyee Business Development to offer more mid-to-premium services at Shenzhen Airport.

The partnership highlights Plaza Premium's commitment to further airport projects within the Chinese market.



## AFTA update

From AFTA's chief executive, Jayson Westbury



"OUCH" says the CEO of Red Balloon for the fines of \$40,000 for not applying the new surcharging rules correctly. I think this is a real reminder to all in the travel industry that the ACCC and the Government are serious about these new laws and I encourage all travel agency owners and more broadly travel businesses who are applying card surcharges to really know what they are doing.

Curiously, the new AICS scheme set up to ensure that travel agencies can include the fees applied is well and truly set to help, but at the end of the day the burden of these changes rests with the business owner. If you need help, please make contact with AFTA – we are set and ready to do this. I have said many times, the fines will hurt.

On a less stressful topic, fantastic news about the outbound Australian movements to China being up some 15% for the year and on track to keep doing better. Perhaps Australians are seeing China as a fantastic destination to try and AFTA has continued to support the China Tourism industry in these endeavours. While off a higher base, it is interesting to note that the growth rate from China to Australia (inbound) is 12% which means that outbound is growing at a fast rate. Good on the outbound industry for this support.

I also had the great pleasure of taking part in the Travellers Choice conference in Perth over the weekend. Stunning line up of speakers and very interesting sessions, well organised and credit to those involved. The event was held at the Crown Towers Perth and for those in the industry that are yet to experience that venue (I know Magellan Travel Group held their conference at the Crown this year also), you are in for a treat. Crown Towers would be up there as one of the best hotels in Australia. The build quality, room fit out, features surroundings and integration to the broader resort of other hotels, shopping, bars, conference centre and of course the casino is world class.

On a final note, Federal Parliament, as expected, has fallen into complete and absolute chaos. The Government has moved the sitting weeks around and says it is going to resolve the marriage equality and dual citizenship issues one way or another before the long summer break. But others in the Parliament have different ideas. Interesting times as we all sit back and watch what happens and I suspect that in the end not much else will get talked about even with two by-elections to be had in a couple of weeks, and who knows what else might happen. Very interesting times for sure.

## Amadeus purchase

AMADEUS Ventures has invested in a technology startup that ranks the popularity of travel locations across the world.

AVUXI is a London and Barcelona-based company that harvests opinions and reviews across platforms including Facebook, Twitter and Instagram.

## NZ alpine skydive

ADVENTURE tour operator Skydive Southern Alps has undergone a major rebrand as it targets international visitors to New Zealand seeking the ultimate skydiving experience.

Jumps occur above the iconic Southern Alps, the Dart River and Lake Wakatipu.



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

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## Emu Trekkers launch

**AUSTRALIAN** couple, Tristan Harley and Ruddy Talati have launched Emu Trekkers, what they believe is Australia's first not-for-profit tour operator run by volunteer guides.

Emu Trekkers offers a variety of walks including the Manly Scenic Walk and Blue Mountains, with prices starting from \$49.

Volunteer tour guides come from all walks of life, but love nature and the outdoors.

All proceeds raised from tours currently support the Indigenous Literacy Foundation.

## MEL fuel investment

**A NEW** deal between the Victorian Govt, Melbourne Airport and fuel suppliers will see new jet fuel infrastructure to meet the rising numbers of pax growth.

The plan will ensure both on-site storage and increased input supply capacity for fuel.

MEL chief exec Lyell Strambi said the deal was another milestone that would help the airport deliver the capacity required to keep pace with the demands of Melbourne and Victoria.

The airport expects to handle 60 million passengers by 2033.

## Money

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

**\$1AUD = US0.754**

**THE** Australian dollar is going through a rough time as it headed towards five-month lows, on the back of US interest rates hitting eight-year highs.

In Europe, the euro weakened after German Chancellor Angela Merkel said she was unable to form a coalition government.

As a result, the dollar was up 0.3% against the euro, while it dropped 0.3% against the British pound and 0.1% on the NZD.

Against the Japanese Yen, the dollar was up 0.3% overnight.

The dollar has been pressured with the RBA indicating rates will remain on hold until mid-2019.

*Wholesale rates this morning.*

US	\$0.754
UK	£0.570
NZ	\$1.108
Euro	€0.643
Japan	¥85.02
Thailand	฿24.77
China	¥5.008
South Africa	R10.603
Canada	\$0.967
Crude oil	US\$56.36

**IHG** has announced a 20-year agreement with Franze Developments to open & operate Holiday Inn and Suites Geelong, the largest hotel in the city.

Opening in 2020, the 190-room property will be the city's first new hotel in more than 20 years.

The site will be a mixed-use development that will include 10,000m<sup>2</sup> of retail and office space, 24 residences, a co-working space and the Holiday Inn property.

The hotel will boast an all-day restaurant and bar, swimming pool, gym, parking and a 300m<sup>2</sup> of meeting facilities including a function room for 250 people.

**Pictured** is a render of Holiday Inn Geelong.

## Seabourn wellness

**SEABOURN** has launched two new content rich Wellness Cruises with Dr Andrew Weil in 2018.

Bound for Alaska and Greece, each sailing will feature experts in the field of integrative medicine.

The first dedicated voyage will explore Alaska on the Wellness in the Wilderness with Dr Weil on *Seabourn Sojourn* from 16-28 Jun.

The Origins of Wellness with Dr Weil cruise will depart Athens on 06 Oct and return on 20 Oct.

## Win tickets to Houston with United Airlines



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

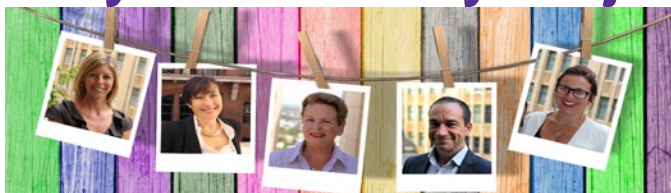
To be in the running, send us a photo, meme or similar combining United Airlines and Houston, showcasing United's new direct flights to Houston. The most creative response will win. Send your entries to [united@traveldaily.com.au](mailto:united@traveldaily.com.au)

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.





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### **Reservations Cons - Luxury Domestic**

**Sydney CBD**

**Salary \$40k to \$50K + super + commission**

Want to work for an iconic brand that is respected globally? Our client owns luxury wilderness lodges in unique locations throughout Australia. You will handle direct travellers and trade partners around the world. You will also liaise with third party suppliers & industry peers & contribute content for social media mkting. Experience in reservations and great customer service is a must for this role.

- Uncapped commission
- Mon to Fri to 5.30pm!!

**Call Cristina or [click here](#)**

### **Group Fares Specialist**

**Sydney, Salary to \$56K + super + benefits**

Work as part of the groups dept for this successful global wholesaler. Arrange fares for outbound groups of up to 50 passengers. Must have experience with group airfares & complex fare construction. Salary + lots of benefits on offer!

**Call Susan or [click here](#)**

### **Commercial BDM/ Sales Manager**

**North Sydney, Salary to \$120K + super**

Corporate catering & professional services organisation looking to expand across Australasia. Looking for a BDM to research & identify prospective clients & develop relationships with key stakeholders. Experience & industry contacts req.

**Call Peter or [click here](#)**





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**Incentive Period**

13 November – 10 December 2017

Prize	Top Seller	Top Growth
1st	\$5,000	\$5,000
2nd	\$3,000	\$3,000
3rd	\$2,000	\$2,000
4th	\$1,000	\$1,000
5th	\$1,000	\$1,000
6th	\$500	\$500



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Terms and Conditions: Valid on all International Singapore Airlines (618) return tickets Ex Australia issued via Air Tickets, Smart Tickets or self plate between 13 November to 10 December 2017. The Agencies with the highest sales require a minimum 15% growth compared to the same period in 2016. Top growth prizes require a minimum of \$20,000 in net SQ ticketed revenue over the incentive period and at least 20% growth compared to the same period in 2016. Infant, group bookings and cancelled/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 Singapore Airlines and Helloworld Travel who reserve the right to cancel or alter the conditions of the incentive at any time. Winners will be notified within 90 days after the incentive period expires. All winners must be an international travel consultant and a full time employee of the agency. This incentive is open to Helloworld Travel Branded, Helloworld Travel Associate, Helloworld Business Travel, My Travel Group members, MTA and Air Tickets customers.