

# Travel Daily

First with the news

Friday 24th November 2017

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## Massive growth for ETG

THE Express Travel Group has seen huge expansion over the last 12 months, with ceo Tom Manwaring this morning detailing an overall 42% growth in Total Transaction Value in FY2017.

Speaking at the Independent Travel Group Forum in Kuala Lumpur, Manwaring said the growth was "quite frankly unbelievable" and reflected significant expansion in membership numbers across the italktravel, Independent and Select Travel Groups.

The number of airline tickets sold through the group jumped 25% during the year, while TTV on land, cruise and ancillary sales surged a whopping 81%.

Overall membership of the Express Travel Group has

increased by 94 new businesses in the last twelve months, with significant additions in every state including a presence in ACT and Tasmania for the first time.

ETG head office now has 94 staff supporting 362 Independent Travel Group members and a total network of 742 agencies, Manwaring confirmed.

The company's executive gm Ari Magoutis outlined a range of key enhancements to the ETG offering, with a focus on "sustainable growth and profitability for our members".

Initiatives include an updated Book Safe Agent insurance policy through Gow-Gates insurance, guaranteed quarterly payment dates for land overrides, and the addition of tax inclusive pricing within the Express Fares platform.

More from Kuala Lumpur on p4.

### Today's issue of TD

Travel Daily today has nine pages of news, including a photo page for **Bunnik Tours** plus full pages from:

- Melia Hotels
- Travel Trade Recruitment
- CAPA
- Air New Zealand

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### Air NZ hails agents

AIR New Zealand has thanked the travel trade for its contribution to the carrier receiving an "exceptional" customer satisfaction rating from Roy Morgan - see the **last page**.

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We sit down with Andrew Burnes in the November issue of *travelBulletin*.

**CLICK to read travelBulletin**

## Travel Daily

on location in  
**Hobart**

Today's issue of *TD* is coming to you from Hobart courtesy of Helloworld Travel

**WREST** Point Hotel on the Derwent River is the location for this year's Helloworld Travel Frontliners Forum.

Over 600 delegates are expected to turn out for the three-day event.

Helloworld Travel has opted for "You are the difference" as the theme for this year's event.

Proceedings kicked off last night with a welcome function in the Tasmanian sunshine.

Today is the first full day of conference action, including a speech by keynote speaker, the Beer Diva - Kirrily Waldhorn.

This evening wraps up with a casual dinner at the picturesque Glen Albyn.

## IATA NewGen ISS approval

**IMPLEMENTATION** of the most extensive and ambitious modernisation of the International Air Transport Association (IATA) Billing and Settlement Plan (BSP) has been given the green light.

Approved by the Passenger Agency Conference (PACConf), composed of IATA's member airlines, the next generation of IATA Settlement Systems has been dubbed the NewGen ISS initiative.

Last year PACConf approved development and introduction of three pillars of NewGen ISS, including three levels of agent accreditation, IATA EasyPay and Global Default Insurance.

This update is promised to transform agent-airline settlements with the addition of The Remittance Holding Capacity (RHC), a risk management framework "to enable safer selling & mitigate losses resulting from travel agency defaults".

In addition, provisions have been included related to Transparency in Payments (TIP), a new industry initiative which reveals the different features and costs associated with each form of payment and agent remittance of airline funds.

"Transparency in Payments provides a pro-competitive framework for bilateral arrangements between airlines and travel agents that will facilitate the introduction of new and innovative payment solutions," said IATA senior vice pres financial and distribution services Aleks Popovich.

NewGen ISS and Transparency in Payments will be rolled out progressively from Mar 2018.

## ACCC Jetstar move

**THE** Australian Competition and Consumer Commission (ACCC) has proposed reauthorisation of a joint venture between Jetstar Asia, Jetstar Pacific, and Jetstar Japan for a further five years.

The tie-up allows the airlines to operate as a single fully integrated organisation for flight scheduling, sales and marketing, and pricing.

ACCC commissioner Roger Featherston said the ACCC considered the conduct was likely to result in public benefits.

"The airlines are able to provide better products, services, and more convenient flight times for consumers," he said.

## APT Myanmar

**APT** Travel Group's Charitable and Conservation Fund has backed the Red Cross Myanmar Appeal, donating \$50,000 and the company is assisting its staff who wish to make pre-tax donations in an effort to raise more funds.

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## Travel Daily on location in Kuala Lumpur

Today's issue of *TD* is coming to you from Malaysia courtesy of the Express Travel Group which is hosting its annual Independent Travel Group Business Forum this weekend.

**THE** 2017 Independent Travel Group Forum is welcoming a record number of delegates as the organisation celebrates a huge year of growth.

Hosted at the Pullman City Centre Hotel in Kuala Lumpur, the event has been strongly supported by suppliers, with senior executives from top wholesalers and tour operators present to meet with the agency owners and managers.

Product sponsor sessions will take place alongside a product market, and lots of prizes are on offer for attendees.

## Hobart agent sentenced

**HOBART** travel agent Lee-Anne Levett has avoided jail in her long-running trial over the use of a rival firm's login during a tender process (*TD* breaking news).

In the Tasmanian Supreme Court this morning, Levett was given a nine-month sentence suspended for two years and was ordered to perform 140 hours of

community service.

The former owner of The Travel Studio had admitted to 48 counts of using the Tramada username and password of a former staff member who had moved to Andrew Jones Travel, allowing her to access info relating to a Uni of Tasmania travel tender.

She had continued to use the login after both companies were jointly awarded the contract, in an attempt to gain market share.

She pleaded guilty earlier this year (*TD* 28 Jun) in a case that has been before the courts more than 45 times over several years.

## Eat the World tour

**INTREPID** has unveiled a whopping 101-day foodie tour which traverses nine countries.

The adventure combines seven of the company's most popular food itineraries and will see travellers tuck into 150 local meals and delicacies.

It will run Mar-Jul 2018 and begin in Delhi, India, before taking in the flavours of Vietnam, Cambodia, South Korea, Japan, Mexico, Israel and Palestine Territories and end in Marrakech.

## Veriu appoints coo

**VERIU** Hotels & Suites has announced the appointment of Caspar Schmidt as its new group chief operating officer.

He brings with him more than 20 years of experience in the hospitality industry, holding down previous roles for TFE Hotels in a range of senior positions both in Australia and overseas.

Schmidt's arrival at Veriu coincides with a major expansion phase for the business, with several new Sydney locations to open including the 112-room Veriu Central in early Dec and the new 144-suite Veriu Green Square scheduled for Mar 2019.

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## Window Seat

SO, you think you're a sophisticated hipster whose palate can accurately detect the subtle taste variations between an orange & purple carrot?

Well Intrepid Travel is challenging Australia's supposed 'foodies' with a new 'Eat the World' trip, a 101-day gastronomic adventure across nine nations, sampling the edible treasures of a plethora of different cultures along the way.

Intrepid has now challenged **Travel Daily** (pictured) - we certainly accept the mission!



## Sunlover FF points

**CUSTOMERS** booking trips with Sunlover Holidays will be able to earn Qantas Frequent Flyer Points from 01 Jan.

Cinzia Burnes, exec director and head of wholesale and inbound at Helloworld Travel, revealed the news at the Frontliners Forum in Hobart this morning.

Burnes said Sunlover packages would attract QFF points when booked with Qantas flights.

The move will see Sunlover join Qantas Holidays and Insider Journeys in the FF scheme.

Agents will also be able to earn Trip Dollars on groups with Insider Journeys in response to feedback from staff.

"If someone booked an Insider Journeys trip for Apr they won't earn points, but they will now from 01 Dec," Burnes said.

## Nepal warning

**DFAT** has updated its warning on Nepal in the lead-up to elections, saying attacks on political figures have involved improvised explosive devices.

Visitors are urged to avoid rallies and exercise caution.

## italktravel gathers in KL



**YESTERDAY** Express Travel Group's (ETG) annual Independent Travel Group forum kicked off in Kuala Lumpur, with a closed forum for members of the italktravel branded part of the network.

The group, **pictured** above, met with the ETG executive team to discuss new franchise developments, business coaching and brand enhancements, with 2018 said to be shaping up to be the best year yet for the franchise.

They also welcomed the newly added italktravel & cruise Blue Mountains to the family, as well as new owner Michael O'Leary who has purchased italktravel Castle Hill (**TD** yesterday).

O'Leary told **TD** his latest venture means he has now attended Independent Travel Group conferences as a franchisor, supplier and now agency owner.

The italktravel gathering kicked

off three days of conferencing at the Pullman City Centre Hotel, with key sponsors including Malaysia Airlines, the Travel Corporation and Si Holidays while the event will wrap up tomorrow afternoon with a gala awards dinner in the Grand Pullman Ballroom.

Wendy Wu Tours founder Wendy Wu will also deliver a keynote address - and there's plenty of conviviality with a Kuala Lumpur City Scavenger Hunt which will see teams adventure across the Malaysian capital.

## Qantas LHR lounge

**QANTAS** is expected to open its new London Heathrow Lounge next week, according to the airline's chief customer officer Olivia Wirth.

The news was revealed at the Helloworld Travel Frontliners Forum in Hobart today.

The Qantas London Lounge will be a combined First and Business class facility in LHR's Terminal 3.

Wirth said though the airline had suffered financial woes in the past, it had felt the need to continue spending money on the customer experience.


"Regardless of broader cost transformation going on, we needed to keep spending money on our customers in areas such as new or updated lounges, food and the on board product."


## E-visa for Brazil

**BRAZIL** has introduced a new e-visa for Australians visiting the country from this week.

The electronic system will mean faster processing of visa applications and will also eliminate the need to queue up at local Brazilian consulates.

The e-visa is valid for two years, 90 days per year.





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## Frontliners off with a bang



**MORE** than 600 agents, Helloworld Travel partners and other industry reps kicked off the 2017 Travel Frontliners Forum in style, with an outdoor welcome function at the Wrest Point hotel.

With the conference theme, "You are the difference", Tasmanian Arts Minister Elise Archer thanked agents for their part in bringing a record number of visitors to the state last year.

"You (agents) are very important to us, you will attract visitors to this state," Archer said.

Representing Intrepid Travel,

one of the sponsors for the event, was its gm sales Peter Rawley who said the operator's partnership with the group had been valuable to its growth.

"Helloworld Travel is growing faster than any other partner that we work with globally", he said.

**Pictured** at the welcome function are: David Padman, Helloworld Travel; Steve Jacobs, MC, Channel 9; Elise Archer, Tasmanian Arts Minister; Julie Primmer, Helloworld Travel; Emma Terry, Tourism Tasmania; and Peter Rawley, Intrepid Travel.

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## Back-Roads cruise

**BACK-ROADS** Touring has unleashed its 2018 Cruise and Sail brochure which packs in small-group tours exploring France, Italy and Croatia.

Highlights include the itineraries Sail the Bay of Naples, Croatian Islands Sailing, Loire Valley Cruise, Champagne & Great War Cruise and The Burgundy Cruise.

The company's water-based offering is available for small groups of up to 20.

To order a brox, **CLICK HERE**.

## WA gourmet plans

**THE** seventh Margaret River Gourmet Escape will go ahead in Nov next year following the West Australian Govt's renewal of its sponsorship deal for 12 months.

The Government said it plans to review the State's investment in food and wine event tourism, with a view to expand the festival to include the Swan Valley in 2019 and beyond.

## Hurtigruten 2019

**THE** first voyages of Hurtigruten's 2019/20 season has been released, including departures on the line's new expedition ships, *MS Roald Amundsen* & *MS Fridtjof Nansen*.

The season will be Hurtigruten's more extensive Arctic and Antarctic program yet, with *MS Fridtjof Nansen* bringing the tally of ships operating out of South America to three.

To make a booking, contact Hurtigruten's local GSA, Bentours, on 1800 487 844.

## AKL Korean growth

**AUCKLAND** Airport witnessed a 6.8% growth in international passengers in Oct 2017, compared to Oct 2016.

The growth was driven by the later timing of the NZ school holidays, pax growth across Asia/Middle East & the Pacific Islands.

Korean visitor arrivals surged 46.6% during the period, aided by a 15.2% seat capacity increase on Korean Air.

## Barge 30% discount

**BARGE** Travel Connection is offering 30% off select six-night whole-charter cruises aboard three of its luxe-class boats.

To avail the deal, bookings must be made by 30 Nov.



## 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)

## Collette Swiss tour

**COLLETTE** has partnered with Switzerland Tourism in Australia to promote a new nine-day Switzerland itinerary for 2018.

The Switzerland: Hidden Trails and Majestic Peaks is a small group explorations tour covering some of the country's highlights.

Prices lead in at \$4,879pp, with the experience including chocolate tasting in Vevey and a two-night stay in Zermatt.

## Fiji visits down

**AUSTRALIAN** visitor numbers to Fiji slid 4% to 34,359 for the month of Oct, but were still up 1% in the 12 months to Oct, according to the latest figures from the Fiji Bureau of Statistics.

Overall Oct was a record month with a 6.2% increase in arrivals when compared to a year earlier.

New Zealand led the way in growth with a 26% surge in visitor numbers, followed by the United States (13.5%) and Continental Europe (19.3%).

## Adam's alpine adventure

**FLIGHT** Centre Robina's Adam Dallmann has nabbed himself and his partner a \$11,000 global alpine adventure thanks to Star Alliance.



Dallmann (pictured) rose to Star Alliance's challenge to "adopt a theme that truly inspires you and use it to create a world-circling itinerary" that makes use of Star Alliance's global network.

He coined a "Mountains are Calling" itinerary: Sydney-Tokyo (Hakuba's powder snow) - Istanbul (a trek through the lush mountains hugging the Black Sea)

- Geneva (a drive through the Swiss Alps to Chamonix) - Oslo (Northern Lights) - Edinburgh (to explore the ruins of Scottish Highlands) - Denver (the US Rocky Mountains) - Vancouver (Whistler and Canada's Coast Mountains) and finally, Brisbane.



PONANT are the world leader in luxury expeditions with a wide range of itineraries spanning the globe from the Arctic to the Antarctic. Already featuring the youngest fleet of ships in the world, PONANT will be adding 4 more small luxury expedition ships during 2018 and 2019 each featuring a world-first - a multi-sensory underwater lounge. Due to expansion, opportunities exist to join them in three newly created roles.

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 No agencies please

## Happy travellers

**AUSTRALIANS** who travel are 33% more likely to be happy than those who don't, according to a new study commissioned by Contiki called *The Power of Travel*.

The research surveyed almost 3,000 millennials and found those who had travelled internationally are generally more positive about themselves, their place in the world and what they can achieve.

Results showed Aussie travellers are 62% more likely to be satisfied about their employment opportunities and 73% were more confident and could perform many tasks efficiently.

In addition, 72% of Australian travellers were more likely to have increased willingness to take risks or accept new challenges.

## Tas Heli-rail combo

**TASMANIA'S** West Coast Wilderness Railway has teamed up with Strahan Helicopters to provide new summer packages which bundle the two experiences together.

The new tour will see visitors take the train from Regatta Point, Strahan to Dubbil Barril, followed by a return journey via helicopter.

Guests will be able to choose between 10-, 20-, 30- and 70-minute scenic flight options exploring the west coast.

See [www.wcwr.com.au](http://www.wcwr.com.au).

## Haven't Met?

**A NEW** lifestyle hotel targeting millennial travellers has launched its flagship property in Bangkok.

The property, Haven't Met Silom, features 70 rooms with complimentary use of 4G connected, interactive in-room smart tablets loaded with a custom Haven't Met Silom app.

The tablet is equipped with a chat room for guests to use to connect with other travellers, along with a local area map, a hotel directory and restaurant and room service menus.

## Africa singles offer

**AFRICAN** photo safari specialist Pangolin Photo Safaris is waiving the single supplement on their new Pangolin Khwai Camp which will open in Botswana in Mar.

Solo travellers can save US\$100 per night with a four-day package now costing US\$1,680 for a stay in a single use Meru style tent.

Today's Technology Update is brought to you by Tramada Systems Pty. Ltd.

### Drive Profits Through Automation



How can I make more money? This is a question every business asks itself at some point. In a

market where margins are constantly under pressure, it is an increasingly difficult question that automation can help solve. Travel is sold on very thin commissions, meaning you need to sell lots of it. At the same time your biggest cost, payroll, is largely fixed. It is hard to reduce payroll and if you do, it usually means selling less, so not exactly solving the problem.

But what if you could make your staff more productive? What if you could process more bookings in the same working day?

Ever thought what a hassle it is chasing hotel commissions? Or searching for those forgotten segments on hold? Booked a hotel on the web and want to add it to an itinerary? Imagine if you could take away all of the manual steps you do after putting down the phone to a customer. How many more bookings could you do in a week?

The one thing that machines will never replace is the experience a customer has in dealing with an agent. Why not let the agents do the dealing and let automation take care of the rest? At Tramada we have been automating processes behind the scenes of Travel Agencies and TMC's for more than 15 years.

*Christian Stevens, Chief Financial Officer, Tramada - Your technology partner*

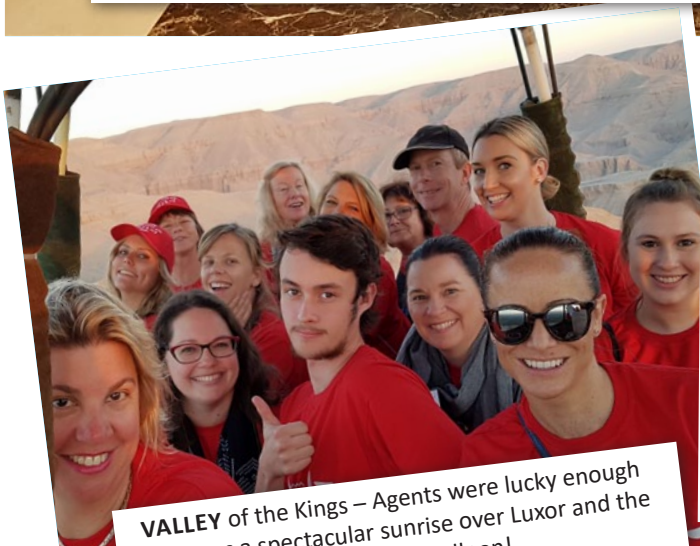


# PARTY ON THE NILE! Part 3 | Luxor

**LUXOR**, home to the ancient Egyptian capital of Thebes had so much on offer for Bunnik Tours' mega famil - from the Valley of the Kings, the Temple of Queen Hatshepsut to the Karnak and Luxor Temples. The group travelled on a Nile cruise ship through Esna lock, arriving in Luxor where they spent the final night onboard the vessel enjoying belly dancing and the galabeya party to end all galabeya parties! To view more amazing photos from Bunnik Tours' Egyptian journey, [CLICK HERE](#).



**BUS** three all dressed up to party! Back row: Naomi Wheeler, Flight Centre Queen Street; Sarah Wise, Bunnik Tours; Atay Akbiyik, Flight Centre West End; Sacha Bunnik & Linda Austin, italktravel Bribie Island; Maree Beaton, B&P Travel Mt Gambier; Brenton Hill, Flight Centre Sunnybank; Zoe Francis, Bunnik Tours; Frank Bunnik & Shari Bennett, Flight Centre Chermshire; Marion Bunnik & Cassie Muhlhan, Where2Travel Carnegie; Carolyn Barton, Clark & Turner Travel Associates; Catherine Miller, Flight Centre Rouse Hill; Dani Doz, RAA Adelaide; and Simone Willenberg, Flight Centre Bentons SQ. Front row: Eman Bahaa, The Bunnik famil tour guide. Kelly Tucker, Flight Centre Kalamunda (not pictured).



**VALLEY** of the Kings – Agents were lucky enough to witness a spectacular sunrise over Luxor and the Valley of the Kings by hot air balloon!



**THE** group spent three nights cruising up the Nile from Aswan to Luxor on board the luxurious *MS Movenpick Royal Lily*.



**KARNAK** Temple – The immense size of the hieroglyphics inscribed on the pillars in Karnak Temple never fails to amaze visitors.



**LUXOR** Temple – Showing off the custom mega-famil t-shirts – complete with 'Bunnik Tours' in hieroglyphics.

## Like riding a bike for CT



**DELEGATES** at CT Partners' annual conference in Bangkok did their bit for the local community earlier this month, assembling bicycles for the children at a nearby orphanage.

Their efforts set the scene for a team building activity in the style of The Amazing Race, and delighted the kids at the Baan Tantawan Orphanage.

"Seeing the happy faces of the children as they received a bicycle

really touched us all, it was a truly wonderful way to give back to the local community," said CT Partners chairman Grant Wilson.

"The amazing race was a real test of skill, patience and teamwork as each team had to use their negotiation, budgetary, time management and problem-solving skills as they navigated themselves around Bangkok using local transport and interacting with the locals."

The conference had a theme of "Setting Goals to Change" and involved 33 representatives of corporate and specialist member agencies joining 39 senior representatives of preferred supplier partners and all 21 members in attendance.

Wilson acknowledged the importance of members and the significance in achieving a 22% sales growth for 2016/17 as part of his opening address.

"With CT Partners being the third largest travel agency group in the country and achieving sales of \$1.5 billion, we know we are doing something right," he said.

"We can attribute success to our superior negotiation power and relationships we have with our preferred suppliers, the value we have in our members and having complete transparency with all our members."

## Hogg revenue dip

**HOGG** Robinson Group has reported a mild drop in revenue for the six months to 30 Sep 17.

Revenue for the travel management company dipped by one point on the same period last year, posting £161.9m, down from £163.6m in 2016.

Operating profits for the period also dropped by 7%, experiencing a fall of £1.4m to £18.9m.

Despite the slight decrease in the bottom line, Hogg Robinson says the results are in line with its forecasts for the period.

"This year is one of transition as we invest to accelerate growth and our investment to date is reflected in these numbers... our re-focused growth strategy and the actions we are taking have been well received," Hogg Robinson ceo David Radcliffe said.

## CORPORATE UPDATE

### Serko on track for profit

**NEW** Zealand based Serko is on track to deliver its first full-year profit as a listed company after revealing a maiden net profit before tax of NZ\$1.2 million in the first half.

The online booking and expense management company cited growing use of its products and ongoing cost controls in achieving profitability after last year's NZ\$2 million loss.

"The onboarding of new customers to our suite of corporate travel and expense management solutions; increased usage of the solutions by our existing customers; and the

growing contribution to revenue of travel-related content, such as hotels and airport transfers, resulted in strong growth in the half-year," said Serko chairman Simon Botherway.

"It has been a gratifying six-month period.

"Serko is well on its way to recording its first full-year profit and we are now looking forward to making progress on the next phase of our growth plans, to expand our presence in the Northern Hemisphere markets."

Total operating revenue rose 30% to NZ\$9.1m, while total income was up 25% to NZ\$9.6m.

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## CAPA Insights

**CAPA** Centre for Aviation today offers its latest exclusive infographic, presenting insight from its own data and external sources.

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CHINA-AUSTRALIA RANKS TOP  
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seat capacity

**2017 – 10th**

**2012 – 13th**

**2007 – 15th**

**Total seats out of China in 2017**

**714 million**



The only other country outside of Asia to make the top ten is the USA.

1. Thailand		10.8 million
2. Japan		9.8 million
3. South Korea		9.4 million
6. USA		4.9 million
10. Australia		2.1 million

Seats are one way. Source: CAPA – Centre for Aviation and OAG.

**AS CHINESE** tourist numbers surge and Australia prepares for China to become its largest source of arrivals, the aviation market has responded with capacity increases. For the first time Australia has featured in the top 10 countries by seats, coming in at number 10 with 2.1 million in 2017. The United States is the only other country from outside Asia which features in the list.

Thailand, Japan and South Korea top the list, while the following airlines represent the top yearly seats on Australia-China routes: China Southern Airlines, 768,390; China Eastern Airlines, 463,255; Air China, 306,639; Qantas Airways, 187,074; and Hainan Airlines, 112,349.

Friday 24th November 2017

## IATA Africa MoU

**THE** aviation industry in Africa has received a shot in the arm with The International Air Transport Association (IATA) and the African Development Bank (AfDB) collaborating on a new framework to boost the sector.

Major action points under the new agreement will include furthering Africa's economic and social development and improving safety and aviation infrastructure on the continent.

The African aviation industry supports US\$72.5b in economic activity and 6.8 million jobs.

## Holiday Inn in India

**IHG** has partnered with hotel manager SAMHI to rebrand a major portion of its Indian hotel portfolio to its Holiday Inn Express hotels brand.

The move will affect 14 of IHG's hotels across cities such as Ahmedabad, Bengaluru, Chennai, Delhi NCR, Hyderabad, Kolkata, and Mumbai.

All earmarked hotels in the portfolio will be closed while they are refurbished and upgraded to align with the consistent global image of the Holiday Inn Express brand internationally.

## 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](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.



## Travel Specials

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

**Australis** is offering savings of up to US\$1,458 per couple on a luxury fully-inclusive stay package in Patagonia. The trip will involve exploring Patagonia both by land and sea in Mar 2018 with cruises to Cape Horn and stays in a wilderness lodge. For details [CLICK HERE](#).

Save up to 40% off select 2018 voyages when booking before 31 Dec with **Uniworld Boutique River Cruise Collection**. Travellers keen on the special can combine the offer with the eight-day Bordeaux, Vineyards & Chateaux river cruise and save from \$2,400 per person. To view special in more detail, visit [HERE](#).

Those looking for great New Years Eve specials can take advantage of **Metro Hotels'** special offer at two of its Sydney properties, with Metro Aspire Hotel Sydney available at \$1,309 for three nights twin share or a three-night stay at Metro Apartments Darling Harbour from \$2,622 twin share. Call 1800 00 4321 for bookings.

An early special is being offered by **Iririki Island Resort Island Resort & Spa** with a 25% discount on accommodation for bookings before 30 Nov. The deal is for a minimum five-night stay and includes buffet breakfast every day, complimentary wi-fi and free island ferry transfers. To view further details of the offer, [CLICK HERE](#).

Receive a free upgrade to a private guide and safari vehicle with **Adventure World** when booking on a 16-day Handpicked Kenya & Tanzania safari before 31 Dec 2017. Deal is subject to availability with more details accessible on 1300 295 049.

## Outback addition

**OUTBACK** tour company Out of the Ordinary Outback has purchased The Tourist Lodge in Broken Hill.

Adding to a growing portfolio of properties, the latest acquisition becomes the company's seventh accommodation asset.

Rooms at The Tourist Lodge are available from \$55pp per night and from \$80 for two people.

## Hahn adds NokScoot

**LOW** cost Thai carrier NokScoot has incorporated Hahn Air Systems' H1-Air product, meaning the airline will be available for HR-169 ticketing in all major GDSs under the reservation code H1.

"As our route network expands, we need to offer the ticketing possibility to travel agents who book traditionally via GDSs," NokScoot chief executive officer Yodchai Sudhidhanakul said of the new arrangement.

## PAL to NYC direct

**PHILIPPINE** Airlines is planning to launch direct flights to New York next year flying over the polar region to shorten the trip, according to the *BusinessMirror* in the Philippines.

The new 15-hour nonstop route from Manila to NYC will be made possible by the delivery of A350-900 ULR aircraft that have the capability to fly ultra long ranges.

The airline will take delivery of its first A350-900 ULR from Mar 2018 with no dates announced for the new nonstop trip.

## Tempo Xmas tour

**TEMPO** Holidays has launched an eight-day Christmas tour in France leaving 18 Dec.

The small group package will visit the French Christmas markets and feature tours and tastings of Champagne, wines and meals of local produce from \$4,370 per person.

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### **Paid Search Manager**

**Sydney, \$90k + Super, Ref: 3156SO3**

This outstanding travel company is looking for a highly strategic manager to bring knowledge of extensive paid search and expert proficiency of SEM. There is a great culture and you will love being so close to the digital strategy with the diversity of working across so many travel brands. You will communicate your creative ideas across numerous platforms and will enthuse travellers with your exceptional concepts, working with Global teams to provide a cohesive brand internationally.

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

### **Pacific Islands Specialist**

**Western Sydney, Up to \$50k + Uncapped Comms, Ref: 3153PE1**

This is an opportunity to work close to home and even work from home up to 2 days a week - a full time role with a difference. Become a niche travel specialist selling luxury holidays, cruise & chartered yacht packages across Fiji, Vanuatu, New Caledonia, French Polynesia, Micronesia, Tonga, American Samoa, Cook Islands & Hawaii. GDS Skills & travel experience required. With unprecedented growth this exciting role is now available & won't last. Please apply today, interviews this week.

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

### **Travel Consultant**

**Brisbane, Competitive Package, Ref: 1995AW1**

This leading online agency has been established since 1994. As a trained consultant, you will offer personal service creating the perfect holiday for the customer. Working online to create package holidays across several destinations; you will deliver exceptional customer service. Our client is offering a lucrative package, which can be negotiated upon interview (DOE). So if you are looking for a new challenge and want to step away from face-to-face consulting; then this role is for you!

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

### **BDM – Educational Travel**

**Melbourne, Up to \$60k + Super + Bonus, Ref: 3171MC1**

My client is a highly respected Educational Travel Company and is expanding rapidly due to high demand and they are looking for an experienced Business Development Executive to join their team in the Northern Suburbs of Melbourne. Proven success in a sales orientated role and excellent phone manner are essential in this office based business development role. University degree is highly regarded. If you have a love for all things travel and passion for education then this is the role for you.

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

### **Contact Centre Sales Manager**

**Sydney, \$80k + Super, Ref: 3175SO3**

This beautiful high-end travel product serves customers globally and your role would be to manage a team of established and high performing agents and drive and mentor them to future growth. You will have the ability to evaluate the brand opportunities within the market and create a strategy for the function. You would also be involved in creating an environment which is exceptional and therefore you will attract and retain the highest calibre staff, using your effective management skills.

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

### **Account Manager**

**Queensland, Pkg circa \$90k D.O.E, Ref: 2143SZ4**

An exciting opportunity is available for someone experienced within the hotel sector, tourism or travel industry. You will manage existing accounts and have the ability to think analytically to increase revenue and exposure to the business. This role will be both strategic and personable, where the Account Manager must have people and communication skills to build on relationships. Own car is required and ability to work autonomously without supervision is important in this role.

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

### **Cruise Consultant**

**Brisbane, Up to \$50k + Comms, Ref: 2896SZ5**

Multi-award winning online agency with low turnover of staff due to a fun and supportive company culture and working environment. Full kitchen and state of the art facilities including daily morning coffee, fresh fruit platters and Friday afternoon wind down drinks in the lounge area. Overlooking the Brisbane River, our clients are looking for an experienced travel and cruise consultant wanting a change. Answering inbound calls, no cold calling or going out to chase enquiries.

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

### **Reservations Manager**

**Melbourne, \$Competitive + Bonus, Ref: 3164HC1**

Our client is looking for an exceptionally driven and motivated Reservations Manager to be a part of this fast pace & growing business within the Travel & Tourism industry! Where no 2 days are the same, your role will be to come in & assess the sales side of the business by providing feedback & implementing new changes on how to increase revenue. You will motivate the team by providing additional sales training & to ensure all KPI's are met. Monday – Friday working hours.

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



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## FINAL CALL for the ACTE-CAPA Global Conference Sydney NEXT WEEK

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**American Express Global Commercial Payments hosted Connection Café**  
Check out the new Connection Café. In the cafe you can enjoy barista made coffees, unlimited soft drinks and juices, a cold towel upon arrival and much more!



#### Prize Draws

Various prize draws will be take place over the 2 day event from our stellar exhibitors. **Scoot** are offering 2 x FlyBag return airfare tickets. **Egencia** are hosting an Apple Watch Series 3 prize draw.



#### Hertz

Go in the draw to win a 2 day car hire with Hertz's latest addition to their fleet – A Ford Mustang! Remember to pop by their stand for your chance to win and to check out the Mustang.



#### BCD Travel First Timers' Orientation

Learn how to get the most out of your first experience at our event and pop into BCD Travel First Timers Orientation during Day 1 Morning Tea.



#### Bridge Climb

Visit the CAPA booth for your chance to win 2 passes (valued at \$600) to Sydney's iconic event experience—Bridge Climb Sydney!



#### Diners Club International

Love Donuts? Make sure to pop by the Diners Club International booth on Day 2 for Donut Time.

**REGISTER NOW: [sydney17.capaevents.com](http://sydney17.capaevents.com)**

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