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Wendy Wu to Sth America

EXCLUSIVE

WENDY Wu Tours will spread its wings to South America in 2018, with founder Wendy Wu revealing the move on Sat during a speech at the Independent Travel Group conference.

Wu wrapped up the Kuala Lumpur event, in a speech revealing some of the principles behind her company's success.

She described her inspirational journey so far which has seen the business to China expand into South East Asia and now Japan.

Despite perceived difficulties of dealing with Japanese suppliers, Wendy Wu Tours has persevered and is now the number one operator to Japan in the UK.

She said the South America program had been under development for 2-3 years.

"Just like Japan and China, with great guides and great itineraries, with all the different ways we do things it will be very, very good," Wu enthused.

The expansion into South America is part of an aggressive growth plan by the company to double its business in three years.

The Wendy Wu website currently shows an 18-day trip taking in Lima, Cusco, Machu Picchu, Lake Titicaca, Buenos Aires, Iguazu Falls and Rio de Janeiro, priced from \$12,890pp including return flights from Australia, four internal flights, all meals, accommodation and touring with guides & entry fees.

Wu told **TD** the full program, to be released in the UK in Jan 2018 and shortly thereafter in Australia, would include eight key itineraries across South America plus six optional extensions.

Today's issue of **TD**

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

- Melia Hotels
- AA Appointments jobs
- KE/Air Tickets promo
- Consolidated/EK promo

Melia Sol concepts

MELIA Hotels is promoting four "holiday concepts" under its Sol brand to showcase the best in beach destinations - for details see **page seven** of today's **TD**.

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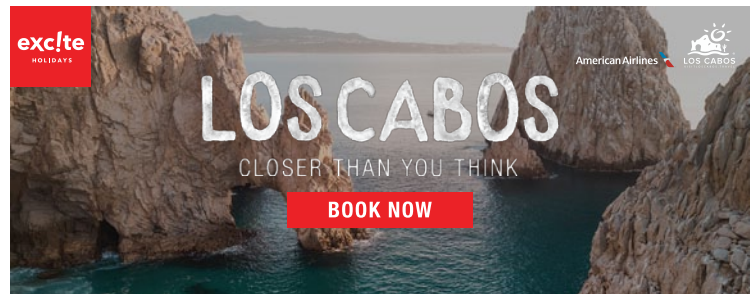
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International flights for Broome

THE WA government has hailed confirmation by Singapore Airlines offshoot SilkAir that it will operate four direct return charter flights from Singapore to Broome in Jun next year.

Tourism Minister Paul Papalia said fares and schedules would be released shortly, under a deal made between SilkAir and several Broome businesses, Broome International Airport and Australia's North West regional tourism organisation which will develop packages for travellers.

Tourism WA will promote the flights and packages through its Singapore office, with Papalia saying the service could deliver hundreds of visitors to the region.

While only four return services are envisaged at this stage, "we are hopeful that the demand for the service will be high and lead the way for further services in the future," he said.

HLO rebrand a success

HELLOWORLD Travel md and ceo Andrew Burnes has labelled the company's rebrand this year a success, with an increase in consumer brand awareness.

In Apr 2017, the company changed its name from helloworld to Helloworld Travel (**TD** 10 Apr).

Speaking at Helloworld Travel's Frontliners Forum over the weekend, Burnes said that the public hadn't known Helloworld was a travel company.

"It wasn't obvious that Helloworld was a travel company, a lot of people thought it was a phone company," he said.

However, Burnes said adding "Travel" to the Helloworld brand had paid off.

"Results from recent brand tracking show we have 22% unprompted brand awareness and 61% prompted brand awareness, which was

significantly up on our previous brand tracking (prior to the name change)," said Burnes.

"We're heading towards 30-40% in unprompted brand awareness in the next six months and prompted will get towards 80%."

Burnes compared Helloworld's result to Flight Centre which had 83% unprompted and 96% prompted brand awareness.

"This is what happens when you have a consistent brand and a consistent brand message for nearly three decades," he said.

While Harvey World Travel started in 1951, Burnes said HLO went back to square one when it introduced its new name.

"Helloworld started three years ago, so we're really back to the fundamentals of building that up," he said.

For more coverage from Helloworld Travel's Frontliners Forum, see **page five**.

HLO issues shares

HELLOWORLD Travel Limited on Fri confirmed the issuance of 30,000 new shares in the company to an unnamed recipient.

An ASX update indicates the shares were issued without any cash consideration, with the purpose listed as "to reward member loyalty".

The newly issued shares will be held in escrow until 31 Jul 2019, and will be "forfeited if at vesting date the owner was no longer a member of the Helloworld network," the update reads.

MU, QF double pts

CHINA Eastern and Qantas are offering double frequent flyer points on either MU or QF codeshare flights between Australia and China.

The offer is valid for bookings 25 Nov-08 Dec, for travel between 26 Nov 17 and 31 Jan 18, as well as 01 Mar-31 Mar - oa.ceair.com.

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P&O Cruises is giving 50 travel agents the chance to win a ticket to the Perth NRL Double Header.

Be part of NRL history and attend a historic double header at this brand new stadium on 10 Mar 2018.

Accommodation at Crown Towers Perth is included, PLUS winners will also receive a \$1,000 Visa Gift Card to use towards travel expenses!

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The MORE you sell the MORE chances you have of winning!

T&Cs apply. For more details visit flagship.pocruises.com.au.

Express to launch docs solution

EXPRESS Travel Group (ETG) is working on a suite of new productivity tools for agents, with attendees at the Independent Travel Group conference in Kuala Lumpur on the weekend given a sneak peek at the technology.

Executive general manager Ari Magoutis showcased the new Express Docs automated itinerary documentation software.

The system currently links to Sabre Agency Manager, as well as gathering destination content from ArrivalGuides for agents to present to their clients.

Also in the works is a new merchant services technology

platform dubbed Express Pay.

Developed in conjunction with the National Australia Bank, Express Pay will be compatible with AFTA's AICS credit card chargeback solution and the group's exclusive Book Safe Agent insolvency protection product.

On the email front Express has a new partnership with Genesys which will integrate its service offering in the customised preparation of marketing content in conjunction with ETG's Express; Marketing Tools product.

Magoutis said ETG was "keen to invest in and develop new technologies to benefit members".



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Volcano worsens

DENPASAR Int'l Airport was closed this morning and all flights cancelled as ash clouds from Bali's Mt Agung volcano worsened.

Carriers had hoped to resume flights today after cancellations on Sat and Sun, and Jetstar had initially planned extra services to return stranded passengers.

However a change in conditions has prompted authorities to shut the airport for at least 18 hours.

Today's Jetstar, Qantas, Virgin and Garuda flights to Bali have all been cancelled.

CLIA ACA MoU

CRUISE Lines International Association Australasia has signed new Memorandums of Understanding with the Australian Cruise Association and the NZ Cruise Association.

The pacts will see the entities "work together in a spirit of cooperation" - see more in *Cruise Weekly* tomorrow.



Window Seat

EXPRESS Travel Group ceo Tom Manwaring had to make a slightly early exit from the Independent Travel Group conference in Kuala Lumpur on the weekend, leaving after the final conference session on Sat afternoon.

However he had a particularly good excuse to miss the event's gala dinner and awards presentation (**see page 6**) - he had to catch a flight to Perth to help celebrate his mum's 100th birthday yesterday.

Manwaring told delegates at the conference that his mother's longevity "should put paid to any questions about whether I want to retire or leave the business.

"You're stuck with me for another 40 years at least," he quipped.



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Travel Daily on location in Samoa

Today's issue of *TD* is coming to you from Samoa, courtesy of Samoa Tourism and Samoa Airways.

SAMOA is considered the heart of Polynesia, situated halfway between New Zealand & Hawaii.

It is a traditional society governed by a 3,000 year old living culture called Fa'a Samoa or the 'Samoan Way'.

Samoa comprises ten islands, with the capital Apia providing an ideal base for exploration.

The weather is warm and tropical all year round, however it's ideal to visit during the dry season between May and Oct.

The country's new national carrier, Samoa Airways, now operates twice weekly flights from Sydney with a travel time of five hours (*TD* 25 Aug).

7Travel TV launch

THE Seven network has launched its 7Travel initiative, aiming to become Australia's "go to" travel website.

Announced on *Sunrise* this morning, the new platform will allow users to plan and book holidays with founding partners including Carnival Cruise Line, Tourism & Events Queensland, Destination Gold Coast, Voyages Indigenous Tourism Australia, New Caledonia Tourism and the Tourism Authority of Thailand.

Seven director of program partnerships Lisa Squillance said the new website "closes the loop" between the network's advertisers and audiences through e-commerce.

"Not only can we share the stories of great holiday destinations, we now provide the platform for Australians to plan, book, travel and share their holiday experience," she said.

See www.7travel.com.au.

Agents On the Go in Africa



THE horizon hardly seems big enough to contain this group of incentive-winning Flight Centre consultants who were recently hosted in Namibia and South Africa by On The Go Tours and South African Airways.

The 16-strong group flew with SAA from Australia to Windhoek for a two week sojourn including a visit to Etosha where they were fortunate enough to see lions on a zebra kill, as well as sighting a leopard with an impala kill.

In Swakopmund they made short work of the restaurants and bars before heading to Sossusvlei and climbing Dune 45.

After a visit to Fish River Canyon they crossed into South Africa, rafting down the Orange River to overnight in a winery (cum night club) in Cederberg.

The trip wrapped up in Cape

Town where they enjoyed dinner at Karibu before hitting the pubs on Long Street.

Pictured at the Etosha Pan are, back row from left: Dominique Atkinson, FC Mackay; Zoe Birchall, FC Mornington; Joanna Jones, Flight Centre Casuarina; Penny Baker, FC St Ives; Justine Spencer, FC Baldivis; Janice O'Neil, FC Ulladulla; Trent Malcolm, South African Airways; Adriana Manitaras, FC Tuggeranong; Tanya Ballard, FC Norton Plaza; Cyanne Mather, FC Fountain Gate; Steph Casey, FC Mid City; Kaitlin Fussell, FC Victoria Gardens; Sarah Locke, FC Toowoomba Central; Tayla Suiker, FC Watergardens; & Nadia Boylan, FC Port Melbourne.

Front row: Skye Fenton, FC Indooroopilly; Lisa McCowan, On The Go Tours; May Comerons, FC Miami Plaza plus driver & guide.

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HLO agents shine in Hobart



Win with Mammoth Mountain



This week *Travel Daily* and Mammoth are celebrating the opening of Mammoth's snow season by giving away a heated ski boot bag overloaded with swag.

Mammoth is the leading four-season mountain resort in California. With 1.3 million annual skier visits, Mammoth is the official training mountain for the US Olympic Snowboard and Freestyle Teams. This world-class ski destination is located an hour's flight from both SFO and LAX and boast one of the longest snow seasons in the US. Last year Mammoth received a historic 600 inches of snow.

To win tell us in 25 words or less why Mammoth Mountain is the ultimate ski lovers destination? Send your answer to mammoth@traveldaily.com.au

To help you answer the question check out: mammothmountain.com/winter

THE Hotel Grand Chancellor at Hobart's Constitution Dock was the scene for Helloworld Travel's Frontliners Forum awards night.

Gongs were presented to both associate and branded agents at an Alice in Wonderland-themed gala on Sat night.

Courtney Gast from Helloworld Travel Mount Barker won the Rising Star award for 2017, while Kieran Mackenzie, Altitude Travel Tea Gardens, was the Associate Rising Star winner.

Major winners were Candice Holt, Toorak Village Travel & Cruise, who won Associate Consultant of the Year and Scott McGlynn, who was Branded Consultant of the Year.

The night ended with a surprise show from singer Guy Sebastian.

The evening wrapped up a busy few days for the 600 HLO agents and suppliers who enjoyed a raft of speeches, workshops and a performance by Vince Sorrenti.

Delegates also enjoyed a night at the waterfront Glen Albyn Estate for a networking event.

HLO announced it would take its Frontliners Forum to Fiji in 2018.

Pictured: Andrew Burnes, HLO ceo & md; Scott McGlynn, Branded Consultant of the Year, Helloworld Travel Winston Hills; and Julie Primmer, HLO head of branded network.



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.



Coral Expeditions – The Kimberley, Cape York and Arnhem Land 2019

The latest brochure from Coral Expeditions presents some amazing experiences in the Kimberley region and northern Australia's coast. The brochure includes a 10-night itinerary between Darwin and Broome taking in trips in the King George River and King George Falls, day visits to see the amazing rock art on Jar Island and the opportunity to discover the diverse array of marine life that call Montgomery Reef home. Trips will take place onboard the newly built *Coral Adventurer*.



Inspiring Journeys 2018/2019

Eight unique itineraries are on offer in the Inspiring Journeys 2019/2019 brochure ranging in length from 5-22 days and exploring many iconic destinations across New Zealand and Australia. Featuring small group travel with a max of 20 adults and no children, the tours include a 13-day bespoke journey from the Tropical North of Australia, through to the amazing red centre and then on to bustling Sydney. A new package has also been added, Victoria's Hidden Gems, travelling to the state's best kept secrets.



InterAsia – ASIA Vietnam, India & Beyond 2018-20

Featuring short tours of Vietnam, Cambodia and India, the latest brochure from InterAsia showcases a diverse range of holidays including some great family fun and cooking tours. Packages also cater towards small group preferences, solo travellers and couples, with three new Sri Lanka options added in the latest brochure, including an amazing North Thai Gulf Island Hopping package. Further destinations highlighted are Nepal, Bhutan Malaysia, Thailand, Laos, and Myanmar.

Jetstar seeks input

LOW-COST airline Jetstar has launched a new "Jetstar Co-Pilots" initiative, providing a forum for travel agents to have their say about the way they work with the carrier.

The carrier is conducting a survey, with participants going into a draw to win one of twenty \$200 flight vouchers.

Feedback will be used to improve the way agents do business with Jetstar in the future - **CLICK HERE** to take part.

Gordon River hybrid

GORDON River Cruises has taken strides to become more green with the announcement of a new dual diesel and electric motor on its new vessel due to launch in Apr 2018.

The new engine will be less noisy and therefore more enjoyable for passengers seeking to enjoy the serenity of The Gordon River in Tasmania.

Viking extensions

VIKING Cruises has launched a new six-day India cruise extension that includes taking in the country's famed Golden Triangle.

New attractions on the extended tour features trips to Amber Fort in Jaipur & Rashtrapati Bhavan in New Delhi and extensions apply to the Passage to India itinerary & Across the Bay of Bengal itinerary.

Bitcoin for Eclipse

CRYPTOCURRENCY Bitcoin will now be an acceptable form of payment for customers purchasing any service with travel company Eclipse Travel.

The company said the move was designed to provide travellers with greater payment flexibility.

Independent Travel Group KL conference

INDEPENDENT Travel Group members made the most of their annual conference in Kuala Lumpur last weekend, with a mix of education, networking and fun.

The Pullman City Centre was the location for plenary sessions, workshops and training updates, while an off-site welcome event at the hip Zebra Square venue was hosted by The Travel Corporation, major sponsor of the conference along with Malaysia Airlines.

A highlight was an inspirational presentation by Wendy Wu Tours founder Wendy Wu, who flew from London to participate.

CEO Tom Manwaring outlined the group's strong performance over the last 12 months (**TD Fri**), while other senior Express Travel Group representatives showcased a range of new developments and

initiatives for members.

Suppliers joined in the fun, with a product market and speed dating where lots of chocolate was consumed!

The weekend wrapped up with a gala dinner on Sat night where top achieving italktravel and ITG members were honoured for their achievements, before a huge prize giveaway courtesy of the generous partners present.

Lots more pics from the ITG Kuala Lumpur conference at facebook.com/traveldaily.

LEFT: An extremely popular segment of the ITG Forum is the presentation made by the previous year's Agent of the Year - this time Garry McLaughlin of First Class Travel who gave a very entertaining and informative talk on how he motivates and supports his staff to achieve great milestones.

He's **pictured** in full Scottish regalia with the ever-colourful Dave Ahlheuser from italktravel Midland.

RIGHT:

ETG ceo Tom Manwaring with AAT Kings md Hans Belle and The Travel Corporation ceo John Veitch.

RIGHT:

Astronaut Andy Loving and Mermaid Brigita Devries from Dream Cruises.

LEFT: Fiona Dalton, md Uniworld Boutique River Cruise Collection with Matt Cameron-Smith, Trafalgar md.

RIGHT: Express Travel Group air product manager Mohammed Nasiry with some friends.

WENDY Wu and John Warr from Wendy Wu Tours were thrilled to meet one of the ITG members, Barry Warner from PlanetDwellers (**centre**) who was working at Flight Centre in 2001 and made the first ever Wendy Wu booking under the group's then newly minted preferred agreement with the China specialist.

THREE from the ETG team at the welcome event: Loretta Erceg, Alisha Dopper and Tracy Desmond.

NEW MH regional manager Gaby Vicario with the airline's chief commercial officer, Arved von zur Muehlen.

WIDE Eyed Tours evoking their destinations at the product market.



Solstice's culinary showcase



CELEBRITY Cruises treated a group of trade and media to a sample of *Celebrity Solstice's* culinary offerings during the ship's call in Sydney on Fri.

Celebrity has upped *Solstice's* culinary game for her sixth local season, in line with the growth in popularity of foodie travel experiences amongst Aussies.

From 09 Dec, a refreshed Aquaspa menu will be available with new fruit and vegetable centrifuged juices.

Last year *Celebrity Solstice* introduced Japanese restaurant Sushi on Five and "A Taste of Film", an outdoor cinema experience where dishes are served which match those created onscreen.

During the event on Fri guests went behind-the-scenes and into the galley of the main dining room to learn about how 162 chefs cater for 2,850 pax.

Solstice's executive chef, Karl Dufail explained that across the ship, around 4,000 meals are served three times a day, "plus a little more" for those passengers who come back in between meals, he said.

Dufail then treated guests to an interactive cooking demonstration, accompanied by TV presenter, Lyndey Milan, who has hosted three Celebrity Cruises' sailings in Europe.

Next stop was the Lawn Club for A Taste of Film, followed by dinner in Tuscan Grille and a sample of the ship's nightlife.

Pictured are: Adam Armstrong, md Australia and NZ Royal Caribbean Cruises; Gareth Evison, Cruise 1st; Joanne Agius, itravel; Lyndall Collins, itravel; Cameron Mannix, Celebrity Cruises; Kathy Fossati, Cruise Express; Anne Calder, Ozcruising and Craig Chisholm, Ozcruising.

Win tickets to Houston with United Airlines



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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.



Ahoy to Torres Str

AHOY Buccaneers has revealed it will operate five six-night sailings to the Torres Strait Islands during Oct-Nov 2018, marking the company's first cruises outside the Kimberley.

Pakistan warning

DFAT has advised Australian travellers in Pakistan to avoid all large protests & large gatherings as they may turn violent.

Major roads and access to airports could be affected at short notice due to ongoing unrest in numerous cities, DFAT said.

On The Go Asia

A NEW collection of private itineraries and additions have been packed into the latest On The Go Tours Asia brochure.

The program covers guided tours, day trips, festivals in the destinations of Southeast Asia, China, Japan and South Korea.

New to the portfolio of group itineraries is the 13-day Highlights of Thailand & Myanmar Signature tour which starts in Bangkok and visits Chiang Mai, Yangon & more.

Aeroflot Aus codes

AEROFLOT has opened new destinations in Australia and New Zealand for its passengers on routes via Guangzhou through an expanded codeshare deal with China Southern Airlines.

The Russian flag carrier will put its SU code on China Southern flights between Guangzhou and Melbourne, Sydney & Auckland.

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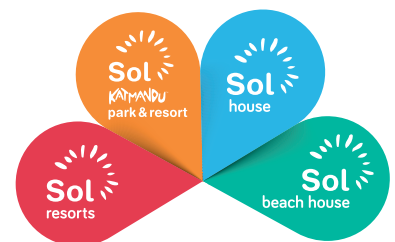
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Terms and conditions: Incentive period 6 November – 3 December 2017. Valid on all Korean Air international tickets ex Australia issued on KE (180) ticket stock. \$3,000 Coles/Myer Gift Cards will be awarded to (a) The top agency sales ex Sydney (b) 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.



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YOUR REWARD!**

\$30
CASH VOUCHER

for every return
Economy class
ticket to Europe

\$50
CASH VOUCHER

for every return
Business/First class
ticket to Europe

\$60
CASH VOUCHER

for every return
Economy class
ticket to*

\$100
CASH VOUCHER

for every return
Business/First class
ticket to*

*Dublin, Rome, Manchester, Barcelona,
London, Munich, Zurich, Istanbul



Emirates received their milestone 100th Airbus A380 on 03 November 2017.
Their flagship Superjumbo has wowed over 80 million passengers across 6 continents since 2008.

CONDITIONS: Valid for tickets issued by Consolidated Travel or via Quicketicket between 13 November - 06 December 2017 on EK International itineraries ex Australia plated on EK (176) ticket stock on the Consolidated Travel IATA only. Travel up to and including 31 March 2018. Trans-Tasman, Child, Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. The prizes are open to all full time international selling agents only. Consolidated Travel & Emirates reserve the right to alter or cancel the promotion any time. Vouchers are capped and all claims must be emailed to promotions@consolidatedtravel.com.au by COB 13 December 2017. It is a condition of accepting the prize that: the prize winning agency accepts any conditions of use of the various components of the prize. Prizes must be taken as stated and no compensation will be payable if a winning agency is unable to use a prize as stated. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT liability, this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe benefits the recipient receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. All prizes include GST where applicable and taxes are included in the price of the ticket and land content. Consolidated Travel Group ABN 60 004 692 791. Date of issue 10 November 2017.

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