Travel Daily

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Thursday 30th November 2017

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CATO plots new frontier

THE Council of Australian Tour Operators (CATO) has outlined an ambitious program to raise the profile of the touring sector, which will see the organisation boost its fees and employ a fulltime national manager.

The initiative was unveiled last night by CATO chairman Dennis Bunnik at the organisation's end of year meeting in Sydney.

"CATO needs to professionalise and to do this we need resources, drive and to change our thinking," Bunnik told a sellout crowd of members at the event.

Recruitment is now under way for the new manager, who will be based in the AFTA offices in Sydney, and once appointed and trained existing CATO gm Peter Baily will retire and become the organisation's first Life Member.

The new era for CATO will see the organisation become the "voice of authority" for the land supply sector of the Australian travel industry.

Key initiatives will include elevating and championing issues, having a stronger voice in trade and consumer media,

research and benchmarking, developing travel consultant training programs that highlight the benefit of dealing with Australian based CATO members. encouraging better business practices, organising networking events and negotiating member benefits through CATO associates.

To fund the new era for CATO fees will increase on a sliding scale from 01 Apr 2018, starting at \$1,000+GST for members with TTV under \$5m through to \$4,500+GST for members with revenue exceeding \$100 million.

"We are excited about this next phase of CATO and what it will deliver to its members," he said.

"The future is bright and we see massive growth and opportunity for the land supply side of the industry," Bunnik concluded.

Today's issue of TD

Travel Daily today has eight pages of news, including a photo page for Atout France plus full pages from:

- One&Only Royal Mirage
- AA Appointments jobs
- Air Canada

New role for Walton

FANTASEA Cruising has appointed Carlah Walton as its new sales and marketing director.

Walton, who resigned from her former role as Tourism Fiji regional director for Australia late last year (TD 21 Dec) takes the place of Wendy Harch who last month took a new position as managing director of the marine division of Experience Australia Group (TD 24 Oct).

More industry appointments on page 8 of today's Travel Daily.

VA lifts device ban

THREE of the most popular kids' sleeping devices - Plane Pal, Fly Tot and JetKids Bedbox - have been given the green light for use on Virgin Australia flights following a safety assessment.

The range of "Guest Comfort Items" can be used in non-aisle seats across VA's entire fleet of aircraft, where seat pitch allows.

Other similar products pax wish to bring onboard their flight will need to comply with a list of guidelines available online - HERE.

VA's sister carrier Tigerair is currently assessing the devices.

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50 Degrees to YVR

AUSTRALIAN Nordic travel specialist 50 Degrees North is spreading its wings abroad, with the opening of a new North American office in Vancouver.

Melbourne-based co-founder Tietse Stelma said the move was recognition of renewed interest from North American travellers for the Nordic region.

"We saw how popular Iceland has become these past years and know that North Americans are ready to discover other Nordic destinations," he said.

As well as offices in Australia and now Vancouver, 50 Degrees North has a ground operation in Lillehammer, Norway, where the team deal with local suppliers to "plan and deliver exceptional Nordic travel experiences".

UA comp last calls

TODAY is the last chance for agents and wholesalers to enter our competition to win a flight on United Airlines' new Sydney-Houston route which will be inaugurated in Jan using the Boeing 787 Dreamliner.

For details on how to enter, see the back page of today's issue.

ATAS cuts thirteen agents

THE Australian Federation of Travel Agents has cancelled the ATAS accreditation of thirteen participants in the scheme, after they failed to renew their participation by the stipulated deadline.

Another participant was also dropped from the scheme in the last few weeks because it was unable to satisfy the 'fit and proper person' provisions of the ATAS charter.

The cancellations are effective immediately, and mean the affected agencies are no longer able to present themselves as being part of ATAS.

The cancellations due to failure to renew on time are:

- Adept Travels (ABN 27 610 483
- Beautiful Accommodation (ABN 17 080 486 755)
- Bowen Travel (ABN 90 011 002
- CVT Travel (ABN 32 682 039
- eCruise & Travel (ABN 47 102 427 252)
- Global OZ Travel (ABN 32 157 385 846)

- Into Oz Tour (ABN 38 166 109 002)
- J Travel (ABN 39 937 384 979)
- KD Travel Solutions (ABN 99 292 784 803)
- Travel Direct of Kingscliff (ABN 41 160 078 624)
- Tripro Travel Service Pty Ltd (ABN 18 600 293 276)
- Worldstar Travel (ABN 64 096 258 098), and
- Mastercard Travel Solutions Australia (ABN 70 003 745 999).

The agency cancelled because it couldn't satisfy the 'fit and proper person' requirement was Mascot, NSW-based Everything Travel.

"ATAS Participants whose accreditation has been cancelled must immediately take steps to remove any logo or reference to AFTA or ATAS from their website, business cards, [and] any ancillary internet or social media sites," AFTA noted in a statement.

ATAS must also not appear on any printed material used to promote the businesses such as brochures, flyers or newsletters. or any other in-store promotional materials including certificates, stickers or window decals.

Two MSC newbuilds

MSC Cruises is continuing its remarkable fleet growth plan, overnight signing orders for two more vessels with Italy's Fincantieri shipyard.

The announcement came during the delivery ceremony for MSC Seaside, the company's second newbuild to arrive this year.

The additional vessels will be 'Seaside EVO' ships, a further evolution of the Seaside Class, with the construction contract worth €1.8 billion.

MSC executive chairman Pierfrancesco Vago said the arrival of Seaside "embodies a pivotal moment for the industry.

"She is the first ship of the fifth new prototype that we bring into service and introduces a wholly innovative product that sets a new standard for the industry to follow," Vago said.

The newbuild orders mean MSC is now expecting the delivery of at least one new ship each year through until 2026 - including two annually between 2017 and 2020.

The Seaside EVO ships will have capacity for 5,646 passengers more details in today's issue of Cruise Weekly.





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Travel Daily

on location in Samoa

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

ACCOMMODATION on Samoa's island of Upolu caters

for all requirements. Adventure seekers on a budget

should try staying in a traditional fale, an open-sided, thatchedroofed beachfront hut.

Taumeasina Island Resort, located 5 minutes from Apia, is ideal for couples and business travellers seeking a luxury and modern resort and is connected to the mainland.

In Aufaga, the secluded luxury property Seabreeze Resort caters exclusively to adults and is consistently voted 'Samoa's Leading Resort'.

Popular family-friendly beachside resorts include Saletoga Sands Resort & Spa and Return to Paradise Resort & Spa.

Both are located in the Matautu region & offer cultural activities including the Fiafia night serving Samoan food cooked in the umu.

Bali relief flights

QANTAS has outlined plans to operate as many as six additional flights to Bali today from Australia including a one-off Boeing 747, as flying conditions at the volcanoaffected Denpasar Airport are tipped to clear for a period of time.

QF said there were already over 4,000 customers from previously cancelled flights in Bali, with the relief services hoped to bring at least 1,500 of them home today.

Qantas will not be taking any customers into Bali today "given the likelihood of further volcanic activity," with pax urged to consider alternative destinations.

A spokesperson for Qantas' sister-airline Jetstar said the lowcost carrier has planned for 10 scheduled flights along with the six relief flights.

Virgin Australia, which yesterday said it had suspended today's flights to Bali, has reversed its decision due to the favourable conditions and plans to operate recovery flights to help get its passengers back to Australia.

Since DPS was closed around 440 flights have been cancelled. For the most up-to-date info, see the websites of each airline. Silversea Industry Rates with **Extended Eligibility!**

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US visitation flat

OVERSEAS visitor arrivals to the United States have continued to fall in 2017, new data released overnight by the US National Travel & Tourism Office shows.

For the year-to-date ending Jun, 16,357,892 visitors from abroad (excluding Canada & Mexico) entered the USA, down 5.7% on the same period in 2016.

Numbers from Australia in Jun were down only 1% year-on-year, however the year-to-date figure of 607,551 is down 3.4% on the same time last year.

Australia remains the USA's ninth largest tourist market.

Garuda MEL boost

A NEW eighth weekly service between Bali (Denpasar) and Melbourne will be launched by Garuda Indonesia from 29 Dec. according to GDS displays.

The extra Fri service from DPS operates as flight GA722, departing at 0910 and arriving in MEL at 1745, before pushing back from Melbourne at 1915 and touching down in Bali at 2215.

Flights will primarily be operated by Airbus A330-200s.



Window

EVEN someone as well-travelled as Santa can encounter cultural difficulties while roaming the globe, as Air New Zealand has demonstrated in its latest video.

The carrier's new seasonal screen missive pokes fun at the Kiwi accent with a tale of Santa trying to decipher requests from New Zealand kiddies.

Items like biscuitballs (basketballs), puggy banks (piggy banks), bug screen TVs (big screen TVs) and magic trucks (magic tricks) have the old fella stumped until helpers in the form of Air NZ cabin crew provide translation services.

The airline will be giving away some of Santa's misunderstood toys via social media in Dec.

CLUCK HERE for a look.



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HLO agent change

HELLOWORLD Travel will increase the number of inhouse wholesale call centre staff in a bid to reduce agent wait times.

Cinzia Burnes, exec director and head of wholesale and inbound at Helloworld, confirmed at the **HLO Frontliners Forum in Hobart** on the weekend that the 15 additional staff would be hitting the phones in the coming weeks.

Burnes hoped the new staffing additions would reduce wait times on the 96,630 calls Helloworld receives every 100 days.

She added that currently 88% of all calls were answered within the first 15 minutes, but hoped to see the percentage rise once the new staff commenced work.

GPT 18/19 brox

GRAND Pacific Touring has this month launched its Cruise and Coach Tours program through New Zealand for travel between Nov 2018 and Mar 2019.

Partnering with Celebrity Cruises, the 16-page brochure combines a voyage on Celebrity Solstice with a coach journey.

There are four itineraries on offer ranging from 19 to 27 days.

Managing director Peter Harding said the program had "revolutionised" NZ tourism, "offering travellers the complete New Zealand experience".

Bookings made before 31 Dec will receive a \$200 saving per couple plus a US\$350 onboard credit, and more - see gptnz.com.



Waving the flag for Finland!



FINNAIR yesterday hosted an event in Sydney as the first stage of celebrations of the centenary of Finnish independence.

Finland became a separate nation on 06 Dec 1917, and is going from strength to strength just like its national carrier.

Finnair regional manager Geoff Stone told attendees the airline was in the strongest ever growth phase of its 94 year history, with new aircraft, new routes and a heavy focus on Asia.

AY currently has 11 Airbus A350s, with a further eight on order for delivery by 2023.

In 2018 the carrier will open its seventh destination in Greater China, with new flights from Helsinki to Nanjing, while AY is also the largest European carrier in Japan, offering 31 weekly frequencies to four cities.

Finnair was the first European carrier to operate the A350 which has revolutionised its long haul offering, Stone said.

As well as expansion in Asia, Finnair currently offers flights to the US including New York, Miami, San Francisco and Chicago - meaning the carrier can offer a round-world ticket in partnership with other oneworld members including Qantas.

Stone, who's pictured above with colleague Lilliana Svircev, said the recent qualification of Australia's Socceroos for the 2018 World Cup in Russia was expected to see hundreds of Aussies experience Finnair en route to attend the tournament.

Other key developments for Finnair include a €900 million project to significantly boost capacity at its Helsinki hub.





Business Development Manager NSW

Innstant Travel provides leading online reservation technology offering thousands of hotels, apartments, transfers, events and car hire worldwide. Our mission is to become the travel industry's favourite b2b website.

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If you believe you have the drive and ambition to become part of a winning team we would love to hear from you! Please email your CV along with a covering letter to alan@innstant.travel

SCENIC°

Take the Scenic route this holiday season

Daily prize giveaways from 1 December



Travel Daily

Thursday 30th November 2017



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 mammothmountain.com/winter

Greyhound e-tix

TRAVELLERS in the US can now book tickets with Greyhound and complete the boarding process using a mobile device after the rollout of a new e-ticketing option.

Expedia AWS move

EXPEDIA has expanded its partnership with Amazon Web Services (AWS) to adopt new machine-learning technologies across its online brands.

The move will allow data science teams from Expedia to use AWS cloud-based services to add intelligent capabilities to processes such as bidding on search engine marketing, providing post-booking recommendations to travellers, and matching hotels with ideal prices for each booked trip.

"The travel industry understands that it needs to continually transform consumer experiences to remain competitive and keep their customers engaged," said Mike Clayville, vp worldwide commercial sales at AWS.

"(Expedia is) building a culture of inventors who are focused on uncovering new ways to delight travellers," he said.

HINN Werribee

IHG will extend its Holiday Inn brand to outer Melbourne in 2020 with the opening of a 150room property at Werribee.

The Holiday Inn Melbourne Werribee will be part of a mixeduse development involving offices and retail space, and will offer an all-day dining restaurant and bar, a gym and 300m² of meeting facilities including a function room for 400 people.

Holiday Inn will also open in nearby Geelong in 2020.

Samoa ignites agents



LAST week Samoa played host to members of the My Samoa and My Cruise teams, which form part of the Ignite Travel Group.

Staff from Ignite's product and marketing teams explored the islands of Upolu and Savai'i, visiting attractions including the Samoa Cultural Village, Robert Louis Stevenson's Museum, the Piula Cave Pools, To Sua Ocean Trench, Saleaula Lava Fields and Afu Aau Waterfall, and they even swam with turtles.

Speaking to Travel Daily in Samoa this week, Samoa Tourism Authority Australia marketing and sales representative Fasitau Ula said having the team from Ignite sample the destination firsthand

Brisbane zipline

ZIPLINE Australia is planning to build the country's longest treetop canopy zipline at Mt Coot-tha in Brisbane.

The Courier Mail reports a 1.5km course will weave through local forest.

An additional 1.4km line with a 170m drop - the highest in Australia - and will carry up to six adventurers side-by-side.

was key to selling Samoa.

"It was great to have the My Samoa team here as we're working on some tactical campaigns with them, which happen to be timely in terms of what we're planning with our own internal campaigns".

The group are pictured above on their final day in the foyer of Sheraton Samoa Aggie Grey's Hotel & Bungalows, Apia with Fasitau Ula (far right).

New AC USA routes

AIR Canada is set to introduce new year-round services between Edmonton and San Francisco, effective 01 May.

Flights will operate on a daily basis using dual-class Bombardier CRJ-705/900 aircraft.

Additionally, Air Canada is adding new transborder daily year-round flights between Toronto and Omaha (on the same day), plus year-round services between Montreal & Balitmore and Montreal & Pittsburgh effective 17 May.

A seasonal daily service will also be added between Toronto and Providence, also starting 17 May.

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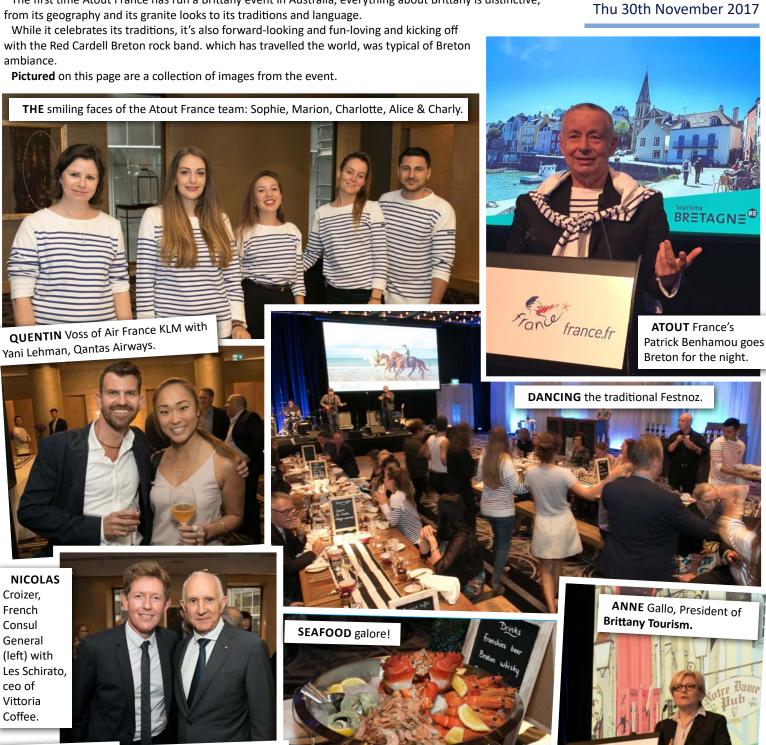
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Brittany Convivial Dinner at Sofitel Wentworth

THE convivial cultural character of Brittany hit the Sofitel Wentworth Sydney on Monday with a rustic charm, seafood, Breton specialities like crepes and cider and plenty of fun.

The first time Atout France has run a Brittany event in Australia, everything about Brittany is distinctive, from its geography and its granite looks to its traditions and language.

ambiance.









Travel Daily

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A TROUPE of Travel Associates' incentive winners were recently treated to a famil to Europe, courtesy of Dorchester Collection and British Airways.

The Experience London, Rome & Milan in Style educational featured unique touring with the team sampling a food & art tour of Rome, a walking tour through the fashion district of Milan and a Small Car Big City tour of London in Minis, taken from the movie *The Italian Job* (as **pictured**).

The lucky agents stayed at The Dorchester in London, Hotel Eden

in Rome and Hotel Principe in Milan, and experienced BA's Club World Business Class product.

From left are Parris Fotias,
Dorchester Collection; Nathan
Dare, Dare & Turner Travel
Associates; Bryan Wye, Wye &
James Travel Associates; Anita
Pokorny, Jones & Turner Travel
Associates; Jo Kennedy, Kennedy
& Turner Travel Associates; Emma
Duval, Taylor & Turner Travel
Associates; Caroline Johnston,
The Dorchester; Edward Yee, Yee
& Turner Travel Associates and
Fiona Behan, The Dorchester.

Helloworld's tough mudders!



HELLOWORLD Travel staff took on the Tough Mudder challenge on the outskirts of Melbourne a few weeks ago, tackling the 9km course filled with obstacles and mud, putting their teamwork and toughness to the test.

Pictured having just taken part in the action are the Helloworld Travel Team, including Jayleen Cash, Abbey Quinn, Samantha Waldron, Christie Fekete, Kellie White, Anthoney Woodyard and Marlene Bogard.

Agents meet Baraka in Kenya



SIX Flight Centre Travel Group agents were given the chance to sample Kenya's abundant wildlife and adventure on one of Bench Africa's most popular itineraries, the Kenya Highlight.

The tour included visits to the Maasai Mara Game Reserve, Samburu and Lake Nakuru National Park.

On the trip, participants even had an opportunity to get up close and personal with an adult black rhino named Baraka.

Baraka (pictured) became the rhino ambassador at Ol Pejeta Conservancy when he went blind

and had to be taken in.

Agents had an enriching cultural experience at a Maasai village and also witnessed a near kill while on a game drive when a leopard dashed past them chasing an impala.

Pictured from left are Maja Dulic, MLC Flight Centre; Bec Spindler, Escape Travel Kotara; Tracey Heazlett, Flight Centre Tamworth; Maria Tropiano, Bench Africa; Erika Cvejic, Flight Centre Sydney International Airport; Steve Knapman, Flight Centre Bendigo and Katy Davison, Escape Travel Lake Haven.

Back-Roads in Canberra



BACK-ROADS Touring held an agents' seminar at the Kurrajong Hotel Canberra earlier this month, strongly supported by over 50 agents from the region.

Attendees were updated on the success of the 2017 season and an introduction to the 50 tours featured in the 2018 program.

A number of gifts were awarded

along with the major prize of the night going to William Mackay from Flight Centre Manuka who won his selection of a tour.

Mackay is **pictured** above (centre) with Karen Nelson,
Back-Roads Touring business
development manager NSW/ACT
and Dennis Basham, Back-Roads
Touring country manager.



WAVC rethink

TOURISM WA will implement a new information and booking model at its Western Australian Visitor Centre (WAVC) after a Government review.

The centre has seen a drop in visitors as more tourists access info via the internet.

Tourism WA is considering options for its location including a potential move to Elizabeth Quay in the future.

For the time being, WAVC will receive upgrades to its current venue including updating the interior to make it welcoming.

Three new SCEs

announced the addition of three new members to the Canadian Signature Experiences (SCE) collection from Canada's North.

CLICK HERE for more details.

DESTINATION Canada has

The new Destination Canada members are Inukpak Outfitting, Nature Tours of Yukon and Tundra North Tours.

They offer travellers the chance to herd caribou with locals in the Northwest Territories, learn about the Klondike Gold Rush on Yukon's Dempster Highway or build an igloo in Nunavut.

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

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.





Industry Appointments

WELCOME to Industry Appointments, Travel Daily's Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Bunnik Tours has announced the appointment of Lachlan Burnet, Walter Delorie and Lisa Hunt to the roles of Business Development Managers. The three new BDMs will be responsible for developing trade relationships in NSW/ACT and Vic/Tas.

Vera Lett has commenced her new position as Commercial Director at Tour Partner Group. Based in London, Lett will work the four Tour Partner Group brands of Hotels & More, Trans Nordic Tours, Irish Welcome Tours and Authentic Vacations.

ONYX Hospitality Group has named Craig Bond as Executive Vice President of Operations. Bond joins ONYX from Oakwood Asia-Pacific where he held the role of Vice President of Operations.

Cruise Lines International Association (CLIA) Asia has announced the appointment of Jiali Wong as its new Regional Manager for Asia, based in Singapore. Wong will aim to grow industry engagement in the region.

Stephanie Yong has been confirmed as Singapore Tourism Board's new Area Director Oceania. Based in Sydney, Yong will commence her position officially on o1 Dec, where she will replace Sharon Lam.

View Hotels have announced the appointment of its new Group General Manager David Brown. Brown will oversee the group's three hotels, North Sydney Harbourview, Melbourne Parkview & Brisbane Riverview.

Jane Tanti has joined Travel Counsellors as Cruise Executive. Tanti will strengthen relationships with partners and further support agents to drive growth in cruise sales.

SALA Phuket Resort and Spa has appointed Anthony Van Sleeuwen to the role of General Manager. Van Sleeuwen was previously Executive Assistant Manager when the property first opened in 2007.

Hawaii urges calm

THE Hawaii Tourism Association is advising visitors not to be alarmed by a monthly Attack Warning Signal being introduced on the first workday of the month on all islands, starting tomorrow.

The one-minute warning siren is in response to North Korea's test missile launches.

AR exits Barcelona

AEROLINEAS Argentinas will terminate its thrice weekly service linking Buenos Aires and Barcelona, effective 01 Feb due to "commercial reasons".

President Mario Dell-Acqua admitted BCN was the airline's weakest international route as it was not a daily frequency.

Spencer expedition

WELL-KNOWN ABC radio personality Adam Spencer will escort a 15-day World Expeditions tour through Mongolia next year.

The Mongolian Adventure departs Ulaanbataar on 27 Jun and will include camping in a Mongolian steppe and meet local nomadic families.

The trip is priced at \$5,990pp.

BA Gatwick boost

BRITISH Airways is set for expansion from London Gatwick Airport, after purchasing 20 slots from the administrators of the collapsed Monarch Airlines.

The carrier said it would launch new destinations and frequencies ex LGW from next Feb.

Travel Daily

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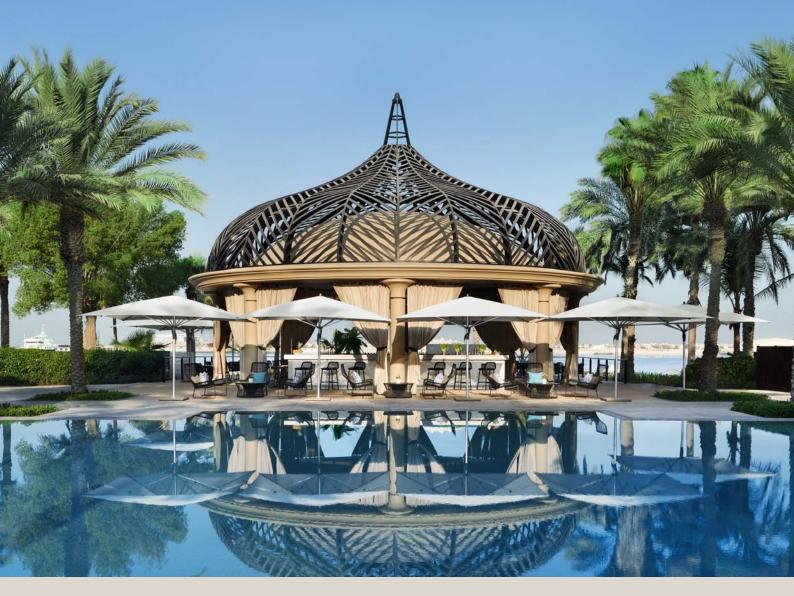
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BE PART OF THE GROWTH

TRAVEL INDUSTRY BDM

SYD/MEL - SALARY PACKAGE TO \$80 PLUS BONUS

Thinking about a new role for the New Year? Or ready to move now? An opportunity has opened up at one of Australia's most successful travel companies. You will need to have experience in a previous BDM role to be considered for this premium positon. Work for one of the best representing an amazing product that practically sells itself. A great salary, car allowance and bonus on offer. Please call for a confidential chat.

DEVELOP NEW PRODUCT

PRODUCT DEVELOPMENT MANAGER BRISBANE \$90K PKG

This is a rare opportunity to join a leading travel company developing product to grow business. Work closely with suppliers in creating, contracting & delivering product packages to market. Build relationships, develop product plans, facilitate requests, problem solve & work to tight deadlines. Strong salary package on offer. Experience in wholesale product or events required along with great communication, organisation & negotiation skills.

NEW ROLE

GM -CORPORATE TRAVEL DIVISION SYDNEY - SALARY \$ 130K DOE plus plus

This role will see you take ownership of your own department, lead this growing division to greater growth in 2018. You will be responsible for managing the P & L so experience in this area is essential. Look after the whole operation from Sales, Account Management to Consultants. If you are looking for a step up and have worked across different areas in a TMC this could be your next step, please call for a confidential chat.

NEW ROLE JAN START SALES EXECUTIVE - CRUISING SYDNEY - SALARY PACKAGE \$80K

Our client is searching for a Sales Executive who is passionate about cruising along with the ability to source and secure new business. You will have a real drive, passion and understanding of the cruising market along with the ability to establish relationships and conduct presentations to secure wins for the business. Be rewarded with a supportive team and be proud to walk through the doors with this product under your arm..

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