

Travel Daily

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Thursday 19th October 2017

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New Virtuoso booking tool

THE luxury-focused Virtuoso network has soft-launched a new agent-focused online booking tool in Australia, after a successful introduction of the enhancement in the USA.

The move allows consumers to make hotel bookings from Virtuoso's curated inventory of 1,200 global properties, with the reservations automatically linked to an existing or new Virtuoso travel advisor.

In Sydney this morning, Virtuoso founder Matthew Upchurch told *Travel Daily* the initiative had been developed to enhance what he called the "please bother me factor," where it had been noted that clients sometimes didn't use their travel agent for shorter trips or simple hotel bookings because

they didn't want to bother them.

The tool offers live inventory and availability as well as Virtuoso value-adds, but retains the advice of the agent who can review the booking at any stage if required.

Upchurch said Virtuoso was continuing to grow in Australia, with revenue up more than 20%.

Virtuoso has about 50 agent members in 100 locations nationally and this year the group will turn over about \$1.3b here.

Local Virtuoso md Michael Londregan said 70% of the uptick in business was from existing members, many of whom were continuing to expand operations.

However he also flagged the addition of further agents, particularly in regions of Australia with low Virtuoso representation.

MEL Int'l pax surge

MELBOURNE Airport has revealed another sharp increase in international passenger numbers, with 870,000 passing through during Sep.

The result is an 8% increase on the same month last year.

Top-five routes to AKL, SIN, KUL, HKG and LAX helped drive the growth and were up 9%.

Despite four interstate teams making the football finals, domestic traffic was down 0.02%.

Voyages to Antiquity

VOYAGES to Antiquity is highlighting its 2018 European small ship cruise-tours, including its 16-night European Connoisseur from Seville to London and 12-night Aegean Experience II in Greece - see p8.

Today's issue of TD

Travel Daily today has seven pages of news, including a photo page for CAPA plus full pages from:

- Voyages to Antiquity
- AA Appointments jobs
- Bench product profile page

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Tourism investment boom

AUSTRALIA'S thriving tourism sector is driving a \$37.8 billion investment boom as businesses strive to meet increasing demand from both domestic and international travellers.

The annual Tourism Investment Monitor for 2017 released yesterday by Tourism Research Australia (TRA) shows more than 200 projects in the pipeline across the country, including almost 20,000 new hotel rooms.

It says all areas of the tourism industry are experiencing strong investment, including \$17 billion in the area of arts, recreation and business services.

A further \$10.1 billion is being invested in aviation infrastructure, while \$10.8 billion is being ploughed into the country's accommodation stock.

While much of the aviation investment is attributed to the planned Western Sydney Airport at Badgerys Creek (\$5.3 billion), almost half the value of projects is from smaller regional airports.

Among the major states, NSW leads the investment race with \$13.7 billion worth of projects in

the pipeline, followed by Qld with \$7.4 billion, WA at \$6.4 billion and Victoria's \$5.5 billion.

TRA says future investment prospects are also promising, based on strong demand from international visitors.

It says visitor growth projections could create demand for a 44% increase in inbound air seats and 45% more hotel nights by 2027.

New York taps GTI

THE New York State Division of Tourism has enlisted GTI Tourism to drive its sales, marketing and public relations activities in Australia as part of a five-year representation agreement.

The Division of Tourism's director of int'l marketing Markly Wilson said consistent growth in the Australian tourism sector provided a strong opportunity to increase visitation.

"It is important that we build our representation in the Australian market to empower our trade partners to share all that New York State has to offer," Wilson said.



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Travel Daily

Thursday 19th October 2017

Viva! Cook incentive

VIVA! Holidays is offering agents a chance to win one of two famils in the Cook Islands.

Candidates need to book a Cook Islands package by 05 Nov including at least six nights' accom and Air New Zealand flights - [CLICK HERE](#) for details.



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W Insider for Bris

W BRISBANE is preparing for its opening early next year with a promotion aimed at finding a "W Insider" who will be responsible for connecting guests with what's new in the city.

Candidates with an inside knowledge of Brisbane's fashion, design and music scenes have been invited to submit applications in the form of video, prose, art or other "outside the box" means.

A winner will be announced at the hotel's recruitment day on 11 Dec - [CLICK HERE](#) for details.

Air NZ expands ANA

AIR New Zealand will expand its codeshare partnership with ANA All Nippon Airways from 30 Oct.

The airline's NZ flight code will be placed on ANA flights from Tokyo Haneda to Akita in the north and Hiroshima in the south.

Air NZ began flying to Haneda in Jul (**TD** 21 Dec).

Trump ban blocked

LAWS to introduce travel bans on citizens of eight mainly Middle Eastern countries have been blocked by courts in two US states, placing the plans of President Donald Trump in doubt.

A court in Maryland yesterday followed a counterpart in Hawaii which ruled the President's third attempt at imposing a ban was still based on religious grounds.

The bans had been due to come into effect last night.

New! Samoa Airways Industry
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NZ cycling strategy

TOURISM New Zealand (TNZ) is targeting Australian travel agents as part of its cycling holiday strategy, announcing plans to host 10 Flight Centre consultants on a famil next month.

The cycling focus is part of TNZ's plan to attract longer-staying and higher-spending visitors, while at the same time dispersing tourism into regional areas.

Agents will spend five days riding the Alps2Ocean Cycle Trail and Otago Central Rail Trail, hosted by TNZ in conjunction with Adventure South NZ.

Australian cycling participation in NZ has increased by 3,000 people to 39,000 in the past year.

Amadeus blockchain

AMADEUS has released a paper on how the blockchain could transform the way people travel in the future.

In its *Blockchain: harnessing its potential in travel* report, Amadeus says the data management system could be used to secure passenger ID, improve baggage tracking, provide user-friendly loyalty schemes and simplify payments between agents and airlines.

Besides blockchain, Amadeus believes improved conversion, messaging platforms and disruptive forces have the most potential to transform the travel industry - [CLICK HERE](#) to view.



Wendy Wu Tours

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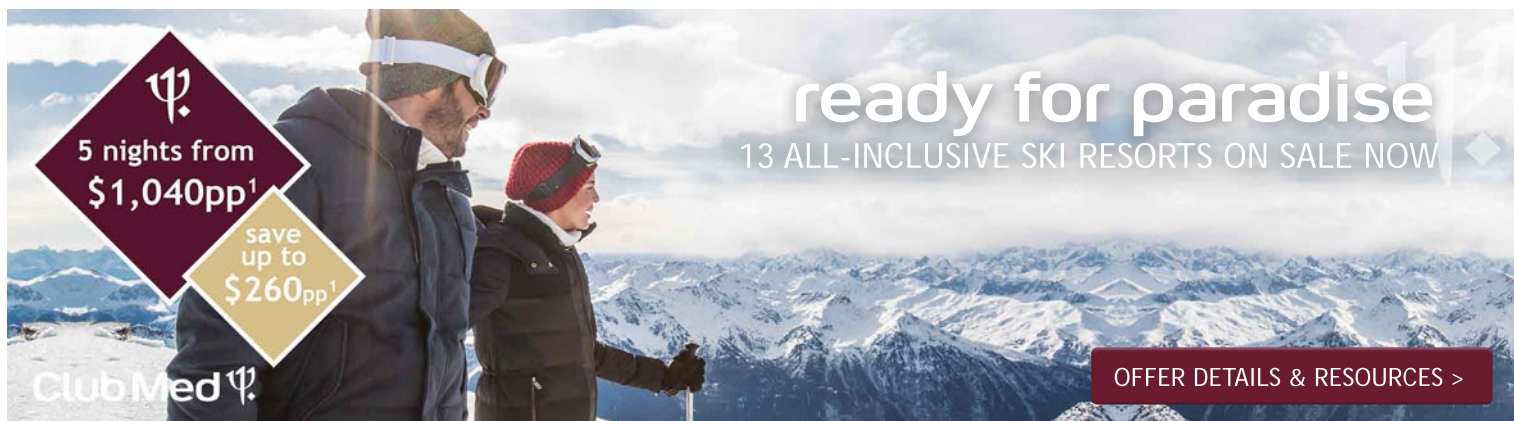
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AA #FlyToTheBeat in SYD



AMERICAN Airlines last night packed out Sydney's funky Ivy Bar for the latest stop in its global #FlyToTheBeat music tour in partnership with Universal Music.

Travel agents, key industry partners and fans gathered for a highly anticipated performance by Latin rock superstar Juanes,

who appeared along with Australia's very own Ricki Lee.

The celebration took place in the lead up to next month's AA debut of its 787-9 aircraft with a new Premium Economy class on the Sydney-Los Angeles route.

More pics from the event at [facebook.com/traveldaily](https://www.facebook.com/traveldaily).

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Singapore in Sydney

SINGAPORE is bringing a touch of the Lion City to Sydney next month with a three-day event to promote the country.

Taking place in Kensington St and The Old Clare Hotel on 03-05 Nov, Singapore: Inside Out Sydney, will feature music, artists, food and other creative flare.

The event starts at 12pm each day - [CLICK HERE](#) for more.

Nand Pivotal move

SHASHITA Nand will no longer manage international sales and marketing activity on behalf of Nanuku Auberge Resort Fiji after three years in the position.

Nand will refocus her energies on Pivotal Marketing Services, the marketing/representation company she established in 2013.

Nand said she was proud of her achievements in helping the resort to become well known.

IHG Eden China

INTERCONTINENTAL Hotels Group (IHG) will introduce its wellness and lifestyle brand, EVEN Hotels, to Greater China following the signing of several management contracts.

The region's first four EVEN Hotels properties will be located in Shanghai, Sanya, Chongqing and Jinan.

EVEN Hotel Sanya Yalong Bay will be the first to open in 2019 and will have 134 hotel rooms, followed by Shanghai in 2020.

Etihad bag plan

ETIHAD Airways is testing its new hand baggage-only 'Deal Fare' on two key routes from 18 Oct to 18 Dec that allows pax to purchase lower fares in Economy.

Flights from Abu Dhabi to Bahrain and Kuwait are part of the trial that includes 7kg of carry-on only.

EY said the test was the result of strong consumer demand from travellers who did not require checked baggage.



Window Seat

TUI will look into its crystal ball to now predict where travellers should holiday based on its clients' moods.

The Destination U prototype - involving a seat shaped like the company's logo - uses emotionally intelligent technology to unlock holiday desires for travellers, TUI claims.

It uses facial coding & emotion measurement technology to trigger imagination and tap into the subconscious.

Algorithms then use the data collected to calculate a "perfect holiday" prescription.

SINGAPORE AIRLINES



A GREAT WAY TO WIN!

WIN prepaid cash cards for bookings to Europe ticketed between

03 October - 03 November 2017.

Prizes will be awarded to the Top Seller & the Most Improved Seller*!

\$14,000

total prize pool!

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Consolidated Travel

Agents take on India



NINE agents from across Australia were given the chance to explore India on a 10-day Taste of India faml with Insider Journeys last month.

Highlights of the tour included visiting Old Delhi, taking in the Taj Mahal and travelling to Fort Nahargarh before catching a glimpse of the Bengal tigers.

The group also stayed in at Samode Palace before travelling to the pink city of Jaipur.

Pictured back: Sanjeev Singh, Insider Journeys; Andrea White, MTA Travel; Abraham Khoury, Merrylands Travel; Amit Sharma, group journeys manager; Tina Lazell, Helloworld Travel Everton Hills; Nicky, Insider Journeys; and Julie Robinson, Helloworld Brighton Le Sands.

Pictured front: Tash Murray, Helloworld Travel Belmont SC; Karen Walkley, Flower Travel; Georgina Charmarenko, Helloworld Travel Capalaba; Jess Black, Capricorn Travel; Patricia Rogers, Unique Travel; and Jo Polesel, Insider Journeys.

Thai sailing savings

THE Moorings and Sunsail are offering 10% off skippered and bareboat yacht charters in Thailand and Tahiti.

The offer is valid for charters of a minimum seven days, departing by 30 Apr.

Thailand charters are also discounted for departures between 01 Jun and 31 Aug.

Bookings must be made before 30 Nov.



2018-19

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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.

Abercrombie & Kent has appointed **Jeff King** to the role of International Sales Manager who will be charged with the development of the company's private travel desk and int'l sales & operations teams.

A significant appointment in Australia's youth travel market has seen **Tobin Hartley** take on the role of Business Development Manager for the New South Wales West area for **Topdeck Travel**.

Kaye Corrigan is the new Market Lead New Zealand for **Tramada Systems**. She brings 30 years of local travel experience to the role and was most recently in the role of Key Account Manager at Amadeus.

Cruise company **Star Clippers** has a new Sales Manager for Victoria and Tasmania in **Bianca Orsola-Rose** who has recently taken on the role. She was previously the Business Development Manager for Adventure World for six years.

Wyndham Resort Torquay in Victoria has brought **Chris Clark** on board as its new Resort Manager. Clark was formerly the Executive Assistant Manager for Ramada Resort Shoal Bay and the Front Office Manager for Wyndham Vacation Resorts Kirra Beach.

A new Chief Operating Officer has been appointed at **Anantara Vacation Club**, with **Maurizio Bisicky** chosen to step into the role. He was promoted internally to the position.

Jennifer Grayson has been tasked with the role of Director of Sales Australia and New Zealand for **Nanuku Auberge Resort Fiji**. She will take on all aspects of the luxury all-villa boutique resort's sales in the key Australia and New Zealand markets.

The announcement of **David Newington** as the new Commercial Director APAC for **AirPlus International** has been made by the company's management. Newington was promoted from Australia Country Manager, a role he worked in for six years.

On the back of strong growth, **Daniel Kipping** has been appointed Director of Sales for **AVANI Hotels & Resorts**. He will be based in the company's regional office in Bangkok.

PARKROYAL Darling Harbour, Sydney has a new Hotel Manager with **Jeroen Meijer** stepping into the role. He arrives with more than 20 years of experience with the Hilton Hotel brand.

Scenic Group has revealed the appointment of **Anthony Laver** as Group General Manager, Sales and Marketing for the Scenic Group in Australia & Asia Pacific region. He officially commenced in the role 18 Oct.

LATAM to Rome

LATAM Airlines Brazil will launch a nonstop service from Sao Paulo Guarulhos to Rome Fiumicino from 16 Mar.

The airline will initially fly a Boeing 767 thrice-weekly, with two more weekly services slated to launch 26 Jun & 03 Jul, 2018.

Kimpton to Asia

IHG has revealed plans to introduce its Kimpton Hotels & Restaurants brand to Asia.

The 150-room Kimpton Shanghai Jing'an & the 251-room Kimpton Resort Sanya Haitang Bay will open in China in 2021, while the 50-suite Kimpton Bali arrives in 2019.

Aurora experiences

OFF the Map Travel is offering travellers a host of new packages to explore the Northern Lights in the Arctic next winter season.

The new experiences include viewing the Northern Lights through the clear roof of a luxury wilderness cabin, dog-sledding, Arctic swimming and relaxing in the world's first "snow sauna".

AirAsia Japan debut

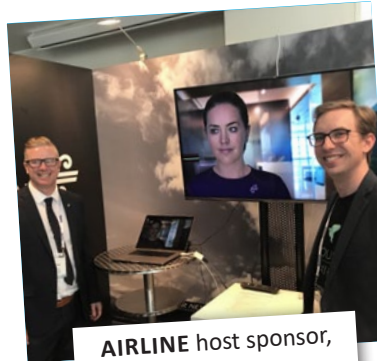
AIRASIA Japan is set to launch its first domestic flight on 29 Oct, flying from Nagoya to Sapporo twice-daily using Airbus A320s.

This is the airline's second attempt in Japan, following an unsuccessful launch in 2013.

Thu 19th Oct 2017

CAPA leads NZ aviation summit

KEY aviation and travel experts gathered in Auckland for the biggest industry event of the region - the CAPA-ACTE New Zealand Aviation & Corporate Travel Summit, which ran over from 17-18 Oct. The Summit gathered 200 attendees including representatives from Australia, China, Germany, Hong Kong, Malaysia, New Zealand and Vietnam, resulting in a diverse agenda exploring important trends including the outbound NZ travel market, int'l expansion for NZ and the corporate travel outlook as aviation and travel distribution and payments evolve. The Summit also featured the exclusive announcement of the formation of the Association of Travel Management Companies New Zealand to be chaired by Grant Bevin (MD, ATPI Business World Travel New Zealand).



AIRLINE host sponsor, Air New Zealand.



NEWLY appointed ATMC New Zealand chair Grant Bevin and ATMC Australia chair Rob Dell celebrate the formation of the New Zealand chapter of the Association of Travel Management Companies.



CATHERINE Qu Lim from Huawei Technologies; Matthew Parnell of FCM Travel Solutions; Mark Mulville of Malaysia Airlines; and Yeoh Hock Thye of Malaysia Airlines.



RICK Walker of Virgin Australia and Aileen London of Oracle.



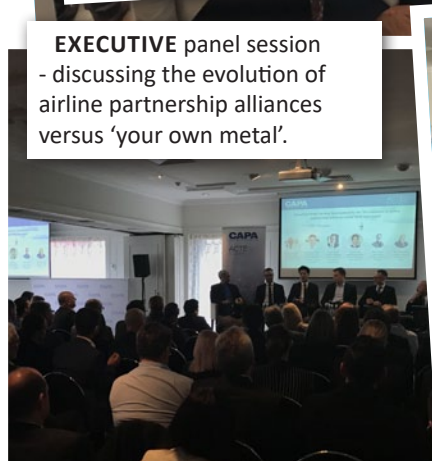
IT'S a full house at the CAPA-ACTE New Zealand Aviation & Corporate Travel Summit.



ALISON Roberts of Airlines for Australia & New Zealand; Chris Roberts of Tourism Industry Aotearoa; and Margy Osmond from Tourism & Transport Forum.



EXECUTIVE panel session - low cost-long haul and ultra long-haul implications for NZ with CAPA executive chairman Peter Harbison; Simon Mckearney of helloworld New Zealand; Cuong Chu of VietJet Air; Andrew Bowman of First Travel Group; and Bruce Parton from Air New Zealand.



EXECUTIVE panel session - discussing the evolution of airline partnership alliances versus 'your own metal'.



NATALIE Rooker from the American Embassy; Andy Jack of FCM Travel Solutions; and Georgina Grey, director of sales and marketing of AccorHotels.



AIR New Zealand Keynote by chief revenue officer Cam Wallace.

Frasers clocks up 10 years



FRASER Suites Sydney celebrated its 10th birthday last week, marking the 2007 opening of Frasers Hospitality's first property in Australia.

Sydney's Lord Mayor Clover Moore was on hand to congratulate the property for its contribution to the tourism sector.

The 42-storey tower has 201 rooms which include studios, one and two bedroom options and two penthouse suites.

Pictured at the celebration event are: Alan Tang, Annette MacAndrew and Choe Peng Sum of Frasers Hospitality; Clover

Moore, Lord Mayor of Sydney; Benjamin Nesbit, Fraser Suites Sydney; Matthew Rubie, Frasers Hospitality; and Stanley Quek, Greencliffe Pty Ltd.

Louvre signs Etihad

ETIHAD Airways and the Louvre Abu Dhabi have signed a landmark agreement that will see the two entities work together to promote the museum at home and abroad.

The airline will offer tour packages to Abu Dhabi and the museum among others.

Etihad will be The Louvre's first platinum partner and is expected to open on 11 Nov.

Beqa shark focus

BEQA Lagoon Resort in Fiji will host Shark Fest in Jul 2018.

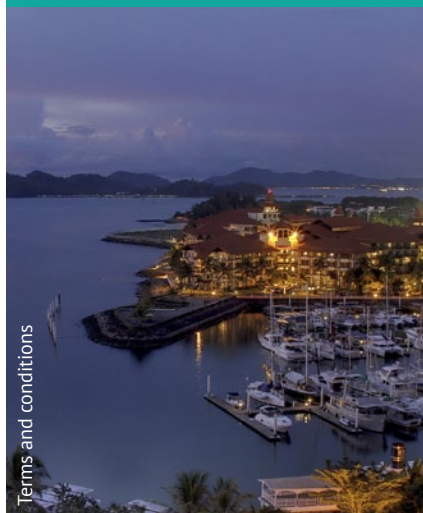
Attendees to the seminar will learn practical skills and tools on how to interact with sharks.

Prince Nagoya

PRINCE Hotels opened its 170-room Nagoya Prince Hotel Sky Tower earlier this month.

Situated in Nagoya, Japan's third largest city, all rooms have panoramic views and there is also a 110-seat restaurant and a 40-seat Club Lounge.

Win a trip to SABAH



This month Royal Brunei Airlines, Sabah Tourism and Suter Harbour Resort are giving travel agents the chance to win a trip to Sabah.

Prize includes:

- Economy return airfares for two on Royal Brunei Airlines
- Three nights accommodation at Suter Harbour Magellan
- A North Borneo Sunset Cruise for 2

To win, send through a photo showing us why Royal Brunei Airlines and Sabah are your ideal escape?

Send your entries to rba@traveldaily.com.au



Seaplanes expand

SWAN River Seaplanes has expanded its operations in partnership with ground operator ADAMS, launching several new itineraries this month departing from Perth.

The company now offers three- and four-day Margaret River Retreat packages, partnering with Pullman Bunker Bay.

There are also day-trips to Rottnest Island and the Pinnacles, with ADAMS conducting the ground component of the tours.

Aircraft carry a max of 12 pax.

A&K jet to Hobart

ABERCROMBIE & Kent (A&K) last week welcomed its private jet to Hobart for a three-day sojourn as part of its Around the World with Geoffrey Kent tour.

While in Hobart, 50 travellers experienced helicopter tours to private wineries, Bruny Island wilderness cruises and private tours of local attractions.

The destination is the only Australian stop on a global trip that also visits Papeete, Kathmandu and Reykjavik.

Toronto links NYC

TOURISM Toronto and NYC & Company have signed an official partnership to boost tourism between Toronto and New York.

The organisations will collaborate for two years on marketing by exchanging marketing assets to boost reciprocal travel, and the sharing of best practices in the area.

Both cities will exchange US\$500,000 in assets to promote the other destination in their respective city.

The partnership is offering discounted airfares between NYC and Toronto for travel to 15 Feb.

George for Helsinki

HOTEL St. George in Helsinki, Finland will open its doors in the first quarter of 2018.

The property will feature 148 rooms and five suites and features an array of spaces including wine and poetry rooms.

Design Hotel's hotel is situated in a building dating back to 1840s that once house the Finnish Literature Society.

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BENCH AFRICA

Africa Travel Calendar

YOUR GUIDE FOR WHERE TO TRAVEL IN AFRICA & WHEN...



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Bench Africa: Excellence through Experience

Our Expert Tips on When to Travel

EVERY year the experts at Bench Africa put together an Africa Calendar to help you to decide where you should go in Africa, and when! It is important to remember that you can visit most African countries all year round, so treat this calendar as a guideline rather than a rule.

WHY BENCH AFRICA? RENOWNED SERVICE

Established in 1969, Bench Africa is Australia's original and most prominent Africa safari specialist. We have 49 years' experience of

providing stylish, unusual and utterly memorable Africa holidays.

TAILORED TO YOU

We take the time to understand your customers' requirements so that we can create their perfect holiday.

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Every member of the Bench family has a true passion for Africa and has travelled extensively throughout the continent, with many having lived and worked there.

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A combination of our range of tour inclusions, high quality of service and unrivalled expertise makes our value for money very hard to beat.

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We understand that for your

customers this may be their 'once in a lifetime' dream to travel to Africa – we make it our job to ensure that it is everything that they dreamed it could be... and more.

2018 AFRICA CALENDAR

Click here for information on where to travel in Africa & when.

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