Travel Daily

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Wednesday 25th October 2017



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IATA's world air tech plan

AIRLINES and airports worldwide will be brought together in a bid to deal with an expected doubling in demand for air travel by 2036.

The International Air Transport Association (IATA) last night announced a project aimed at forging new technological advances that will help the aviation sector cope with surging passenger numbers, including the possibility of offsite processes and new levels of automation.

To be driven in collaboration with Airports Council International (ACI), the New Experience in Travel Technologies (NEXTT) initiative has already enlisted key airports to explore future concepts including Amsterdam Schiphol, Dubai Int'l

Today's issue of TD

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

- Albatross Tours
- Travel Trade Recruitment
 Air Tickets/Qatar promo
- Air Tickets/Qatar promo
 CLIA product profile page

and London Heathrow.

mobile travel agents

"We will not be able to handle the growth or evolving customer expectations with our current processes, installations and ways of doing business," said IATA director general and ceo Alexandre de Juniac.

"And accommodating growth with ever bigger airports will be increasingly difficult if not impossible. NEXTT will address these challenges."

The initiative will aim to develop a common vision for on-ground experiences, guide industry investment and help governments improve regulation.

It will examine ways to reduce or eliminate queues, use artificial intelligence and robotics, and improve data sharing.

MEANWHILE IATA's new 20-Year Air Passenger Forecast says the number of travellers worldwide will rise 95% to hit 7.8 billion by 2036, driven largely by Asia.

The association has brought forward by two years its estimate of when China will overtake the US as the world's number one air market, now forecast for 2022.

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A NEW strategic direction for travel industry body SKAL is underway with changes to the Australian organisation addressing gender imbalance within the membership, new club openings and its appeal to

SKAL aims for renewal

younger members. Speaking with **TD** ahead of an event in Sydney last night, president of SKAL Australia Fiona Macfarlane spoke about tackling these challenges and making the necessary changes within her current 18-month tenure.

"Back in its heyday, SKAL was very well known as a bit of an old boys club and it's kind of lost its way a bit, but we're starting to get that appeal back and this time on a new track," Macfarlane said.

When elected in Mar 2016, Macfarlane was the youngest president and only the second female to command top spot. Referring to past presidents

as "a little more old school", Macfarlane cites her background in digital technology as giving her greater poise to drive the organisation forward. "When I came in, I redeveloped the website, scrapped the old one, brought in email marketing and launched our social media channels as well," she said.

\$2 500

Macfarlane was also tasked with bringing the average age of the membership down and recruiting more female members.

"We're on target. We've brought the average age down from 56 to 54. And our female membership has gone up too," she added.

Her work to date continues to pay off with the first new club in years about to open in Alice Springs adding 30 new members and new clubs mooted for Port Macquarie and Byron Bay in NSW.

"We're growing our membership in regional areas and this tends to skew younger". See more on **page six**.

Dom pax growth

PASSENGER numbers on Australian domestic flights increased 2% in Aug over the same month last year, reaching 4.98 million.

Latest BITRE figures also show flight numbers dipped 0.4%.



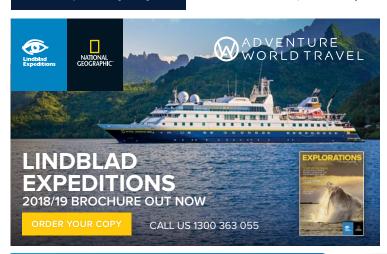




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Govt hails Jetstar strategy

THE Federal Department of Infrastructure and Regional Development considers that Jetstar's Pan Asia Strategy has delivered "significant value for Australian consumers and the market more broadly".

Last month Qantas and Jetstar applied to the Australian Competition and Consumer Commission for re-authorisation to continue wide-ranging



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coordination involving QF and the Jetstar branded low-cost carriers, as well as full service airline shareholders including Vietnam Airlines and Japan Airlines.

A submission by the department to the ACCC probe into the pact says the Jetstar regional strategy has enabled the various carriers to "grow into markets that would otherwise not have occurred".

The existing bilateral system and associated restrictions on ownership and control of airlines limit the ability of Qantas and/ or Jetstar from building network reach across Asia, the dept wrote. "The Jetstar Pan Asia Strategy

of establishing immunised partnerships with local businesses provides a means for Qantas and Jetstar to support growth in the broader Asian market...as a result the Strategy has significantly increased connectivity between Australia and Asian markets and delivered a range of benefits, particularly in the context of Australia's tourism industry," the submission continues.

The department said the Asia Pacific is a fast growing market sector that is "expected to maintain significant growth over the coming decades".

SB and NF seal deal

AIR Vanuatu and Aircalin have confirmed a new codeshare pact which will see the carriers jointly offer six weekly frequencies between Port Vila and Noumea, and boost connectivity to outer islands in Vanuatu.

The agreement is valid for ticket purchases from 01 Nov and travel effective 01 Jan 2018.



Spencer finalist in entrepreneur award

SPENCER Travel founder Penny Spencer has been named as one of 24 finalists in the 2017 Telstra Business Women's Awards, in the "Entrepreneur" category.

The winners of the NSW awards will be announced at a gala dinner in Sydney this Fri night, with state and territory category winners to be flown to Melbourne for the national awards judging, followed by a celebration dinner on 21 Nov.

Trafalgar serves Italy

TRAFALGAR has debuted its new Italy 2018 brochure featuring a range of 17 trips throughout the Mediterranean country.

Tours include a number of opportunities for travellers to learn how to taste and make pasta, such as on the nine-day Rome & Tuscan Highlights.

New tours include the 11-day Wonder of Italy trip, which showcases the cultural sites of Italy as well artistic masterpieces of Da Vinci in Florence.

All trips booked by 14 Dec are eligible for a 10% earlybird deal.



KERZNER'S new Atlantis Resort in Sanya, China is definitely going to live up to its name, with the property offering a number of underwater suites.

Sister property to Atlantis, The Palm in Dubai which also boasts several underwater rooms, the new Chinese resort features five submerged accommodations including the Neptune Underwater Suite and the Poseidon Underwater Suite.

Guests can "relax in luxury whilst gazing into the resort's marine habitat," and also enjoy bonuses such as club access, airport transfers, private butler service and in-suite chefprepared breakfasts.

The Imperial Suite, which has its own private gym, takes it up a questionable notch with an opening package which adds up to two hours per day with a private trainer - surely a way to put a dampener on the holiday.

Atlantis Sanya is set to open in the first quarter of 2018.



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Kids fly high with Qantas

HOW cute is this? Oantas has launched a new collection of pilot and cabin crew outfits for children.

The carrier said it's "looking to inspire a new generation of pilots, cabin crew and aviation enthusiasts," with the dress-ups

suitable for kids aged 3-8. The unisex pilot uniform

includes a navy jacket with four gold embroidered stripes to identify a Captain, with a hat featuring the iconic Qantas roo and Golden Wattle embroidery.

There's also a cabin crew uniform for girls and boys. Qantas chief customer officer



Olivia Wirth said many of the airline's staff chose a career in aviation after their first flight "so we want to find ways to create memorable experiences and inspire the future generation of Qantas customers and employees".

QF also plans further initiatives for its Joey Club kids'

> program including new merchandise, more children's inflight entertainment and a new Joey Club novelty passport to record flight details.

The new uniforms are available for pre-order from the Qantas Shop for pre-Christmas delivery.

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JetBlue pulls content from OTAs

US CARRIER JetBlue has withdrawn its inventory from about 12 small travel websites, as part of an initiative aiming to drive direct bookings.

Smartfares.com, Vayama. com, FlightNetwork.com and MyFlightSearch.com are among the impacted sites, with Jetblue saying the move was the first step in a strategy to remove so-called "lower yield" OTAs from the carrier's distribution network.

"We looked at the cost structure and recognised that we had an intersection of a relatively high cost channel and some relatively low value customers," said the airline's executive vp for commercial and planning, Marty St George.

He said passengers who purchased via the affected sites generally chose cheaper fares and also spent less on ancillaries.

DMS Connect 2018

DMS Destination Marketing Services will host its annual DMS Connect showcase in Mar next year, with events planned for Auckland on Mon 19 Mar. Melbourne on Wed 21 Mar and Sydney on Thu 22 Mar. For more information see destinationmarketing.com.au.

Two-day CCC pass

CAPTAIN Cook Cruises has launched a new two-day version of its 24-hour Hop-On Hop-Off Sydney Harbour Explorer Pass.

The pass allows travellers to jump onto any of the operator's 80 daily departures to 11 Sydney Harbour destinations.

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Melbourne program

DESTINATION Melbourne is inviting applications for the 2018 Melbourne Tourism Leadership Program (MTLP) - a "ground-breaking professional development program" which gives people with a demonstrated interest in tourism the opportunity to grow as leaders in the industry.

Next year is the 10th year that the program has been staged, with the agenda including five one-day workshops in Melbourne, three two-day residential workshops during the year and an official launch and graduation ceremony.

MTLP is limited to a maximum of 25 participants and is facilitated by "positive psychology practitioner" Mel Neil - see destination.melbourne.



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Viking adds 7 ships

VIKING Cruises has confirmed it has ordered seven new river ships set to debut in 2019.

Six of the new additions are Viking Longships and will sail on the Rhine, Main and Danube Rivers and the remaining vessel will be "inspired by the Longships and specifically designed for Portugal's Douro River".

Michelle Black, md Viking Cruises Australia and NZ, said the order reflected strong demand for the brand's river cruises.

"Portugal in particular always sells out quickly, so a new ship on the Douro River will help meet the high demand," she added.

Cali recovery hopes

TOURISM bodies are urging tourists to return to California's wine country to help the region recover from its recent wildfires.

Both Visit Napa Valley and Sonoma County Tourism have declared their regions are open.

"If you're already planning a trip, don't cancel - wine country residents need your business now more than ever," Visit California pres & ceo Caroline Beteta said.

Mercure in Alice

ACCORHOTELS welcomed Mercure Alice Springs Resort to the network last week and declared the property's purposebuilt outdoor amphitheatre open.

The 139-room resort has just completed a \$2 million upgrade of its rooms and facilities and renovated its outdoor meeting place Ilthe Akethe-Le.

The outdoor shelter will act as a multipurpose venue.

VisitBritain's Paddo

VISITBRITAIN is running a new film tourism campaign in partnership with Studiocanal to entice int'l visitors to the destination ahead of the release of the *Paddington 2* film.

The digital and social media campaign drives online traffic to a visitbritain.com/paddington2 hub, where themed content such as bookable "bear-approved visitor experiences" are hosted.

The hub also features a 'usergenerated' feed of content, with visitors encouraged to upload their own experiences in Britain, using #Paddington2 and #PaddingtonsBritain.





LINDBLAD Expeditions last night revealed Adventure World would be the exclusive partner in Australia for the small-ship expedition line's sister company, Natural Habitat Adventures.

The announcement was made during a trade and media event held in partnership with Lindblad Expeditions' Asia Pacific GSA, Adventure World, at the Australian Museum.

Attendees were treated to a behind-the-scenes evening to mark the official Australian launch of Lindblad Expeditions' 2018/19 Explorations collection and new South Pacific expeditions (*TD* Mon), hosted by the line's vp sales North America Lesa Bain. The evening started out at

The evening started out at the venue's latest exhibition,

showcasing the "200 Treasures of the Australian Museum", before heading into the theatre to hear about Lindblad's new programs.

Guests were then captivated by anthropologist & filmmaker Juan Francisco Salazar, who briefed attendees on what it's like to experience the frozen continent.

The night wrapped up with dessert in the Pacific Gallery and a peek at what to expect from Lindblad's culinary offering.

Pictured are: Elliott Miller, head of sales Adventure World; Lesa Bain, vp sales North America Lindblad Expeditions; Andrea Morgan, industry account mgr NSW & ACT Adventure World; Justin Southern, sales mgr Lindblad Expeditions and Neil Rodgers, md Adventure World.

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Sydney Skal clubs converge



THE three SKAL clubs of Sydney converged for the first time last night, bringing together dozens of current members and those looking to join the industry's premier networking organisation.

Guests of honour included SKAL's Australian president Fiona Macfarlane as well as representatives from travel agents, cruise companies and tour operators.

"We've bandied the clubs together with around 40 new guests here tonight on the younger side, all curious to understand what SKAL is all about and the benefits you get from being a member," said SKAL Sydney president Sue Francis, **pictured** left with Macfarlane.

Avani Koh Samui

AVANI has announced it will open its first villa resort on the Thai isle of Koh Samui next year. Located on the island's southeast shore, the AVANI Sunset Coast Samui Resort & Villas will have 25 rooms with private balconies and 33 sea-facing villas with plunge pools. It is due to open in Sep.

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Accommodation Updates

WELCOME to Accommodation Updates, *Travel Daily*'s Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



New Thai-inspired rooms have been unveiled at **Anantara Siam Bangkok Hotel,** Thailand. The 307 Deluxe and Premier rooms have been redesigned with a more contemporary aesthetic. A complimentary smartphone has been added to the rooms with unlimited

international calls and texts to 25 countries and 4G.



Sheraton Warsaw Hotel, Poland has revealed a redesign following renovation of all guest rooms and its Sheraton Club Lounge. Each room now features the Sheraton Signature Sleep Experience bed and a contemporary new look with multilevel

soft lighting and high-quality textures and finishes.



Two new Turret Penthouse Suites have been unveiled set on the rooftop at **The Beekman**, **a Thompson Hotel**. Each of the two-floor additions are spread across 111m² and feature 12m² pitched ceilings. They include a lounge and dining area with an antique stone

fireplace and a 74m² private terrace overlooking the New York skyline.

Adina for Brisbane

TFE Hotels will open the new Adina Apartment Hotel Brisbane in Feb 2018.

It will have 220 apartments as well as a bar and restaurant on the ground floor.

Located at 171 George Street at the site of the old Queensland Govt Savings Bank, it is near the Queens Wharf development & the Queens Street Mall.

NSW travels most

RESIDENTS from NSW/ACT take first place when it comes to travelling overseas, whereas Queenslanders are the keenest on domestic trips, according to new research from agoda.

NSW/ACT locals took 1.8 foreign trip in the last 12 months and 4.8 trips overall, while South Australians only took an average of 1.0 trip.

Queenslanders took 3.3 domestic trips in the past year.

Sabre pairs with Cl

SABRE has partnered with China Airlines to modernise and transform the Cl's operational systems and processes.

Announced at the Association of Asia Pacific Airlines, the deal will provide China Airlines with Sabre AirCentre Movement Manager solution, which provides operations controllers with the capability of monitoring status of flights, making the overall network more efficient.

Vineyard accom

MARNONG Estate winery is developing a four-star resort in Melbourne's northern region, set to open Apr 2018.

Accommodation will be in a home built for businessman William Angliss in the 1860's, about 15 mins from MEL airport.

To mark the launch, the property has a special deal of \$200pn for stays until 31 Aug.

Champagne Stars at Sofitel Wentworth

SOFITEL Sydney Wentworth lobby was the scene of **Atout France** and **Air France's** sparkling Champagne cocktail soirée for the launch of "**Champagne Drinking Stars**", a magnificent exhibition of archive photos celebrating the partnership of Piper Heidsieck and Hollywood over the decades.

Co-sponsoring the Champagne Drinking Stars launch were Champagne regional partners and Air France in a colourful series of Champagne society inductions, rounded off by sabrages of

magnum bottles of champagne. Home of **Piper-Heidsieck**, the historic Champagne capital of Reims is famed for its Cathedral and champagne houses, as is Epernay's Avenue de Champagne.

They say a thousand bottles of **Champagne** are enjoyed per hour in Australia – that certainly seemed to be the case at Sofitel Wentworth!



LAURENCE Prevot, Director of Champagne Tourism; and Rob Remnant, MD Piper-Heidsieck Australia; congratulate Mette Engell, Director of COTY Luxury.



Wed 25th October 2017



CELESTE Tia, Linda Pellaers and Quentin Voss of Air France KLM.



ATOUT FRANCE's Patrick Benhamou becomes Australia's 1st

ABOVE: Grand Master, Denis Michaud and Marc Humphries induct Craig Reaume, GM of Sofitel Wentworth, into the Champagne Society.





BELOW: The Piper Heidsieck display bottle signed by Kevin Spacey.







FC tackles the All Blacks



THE second 'Airline vs Agent' touch footy match between Air New Zealand and Flight Centre took place in Brisbane over the weekend, with the two teams comprised of senior executives from both companies.

Cam Wallace, chief revenue officer of Air New Zealand skippered the airline, while Graham "Skroo" Turner, ceo & founder of Flight Centre captained the travel agent.

In a closely-fought contest, Flight Centre took home the trophy for the second time.

The match is part of an ongoing friendly sporting rivalry which serves to promote their professional partnership.

"Third time lucky next year, probably at Eden Park for us, looking forward to the rematch," said Wallace.

Air New Zealand also lined up a meet and greet for 50 lucky competition winners to train with All Blacks players Kieran Read, Lima Sopoaga and Anton Lienert-Brown at Flight Centre's head office in Brisbane in Fri.

Pictured are Graham "Skroo"



Turner, Flight Centre ceo; Cam Wallace, chief revenue officer Air NZ; David Coombes, md NZ Flight Centre; and Leanne Geraghty, regional gm distribution and corporate, Air NZ.

Inset, All Blacks players Kieran Read, Anton Lienert-Brown and Lima Sopoaga in Brisbane.

Canada on the rise

FIGURES released by Statistics Canada show Australian travellers to Canada increased by 6.55% over the month of Aug.

A total of 46,889 Aussies made the journey to Canada during the month, compared with 44,016 during the same period last year.

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Air China SZX-LAX

AIR China has launched a new Los Angeles to Shenzhen route starting 07 Dec.

The new three-times weekly service will be a non-stop journey using the airline's latest Boeing 787-9 *Dreamliner*.

The latest announcement is in line with Air China's continuing push on the North American market, making approximately 150 flights per week between China and the region.

Shenzhen is one of China's most important high-tech hubs.

Sri Lanka surf plan

CANTALOUPE Hotels Group has partnered with The Perfect Wave to offer a series of Sri Lankan surfing packages.

Catering for both experienced and entry-level surfers, the new offering will include trips to the hotel group's new Lazy Left surf school, as well as tours of the best spots to hit the waves.

The "Surf Experience" packages start from US\$950ppts (A\$1,226) for the four-night/five-day deals.

Mantra takes Silo

MANTRA Group is set to manage Launceston's 108-room Silo Hotel when it opens in Apr next year.

Carrying the Group's Peppers brand, Peppers Silo Hotel is a \$25 million redevelopment of the Kings Wharf grain silo in the city.

Half of the 108 rooms will be located in the barrels of the former silo, and overlooks the nearby tourist drawcards of Seaport, Royal Park, the Tamar River Basin and Cataract Gorge.

Norfolk on BH&G

THE Seven Network's *Better Homes and Gardens* will air a special episode on Fri night at 7pm from Norfolk Island.

The show will look at the island's produce and popular attractions.

LATAM broadband

LATAM Brazil will introduce Gogo's 2Ku technology to 100 of its A320 aircraft from 2018.

Once installed, internet speeds can reach more than 15mbps to each passenger device.

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Travel Consultant

Perth, \$40-50k + Super, Ref: 3119PE1

A new position has opened in Perth for an experienced travel consultant looking to focus on high-end bookings. This Monday – Friday role in a small but experienced and friendly team is offering a highly competitive salary up to circa \$50k for the right candidate. A loyal clientele providing repeat bookings and a supportive team makes this a sought after position. I am looking for at least 7 years travel industry experience. We are commencing interview shortly so don't miss out!

For more information please call Paul on (08) 6365 4313 or click APPLY now.



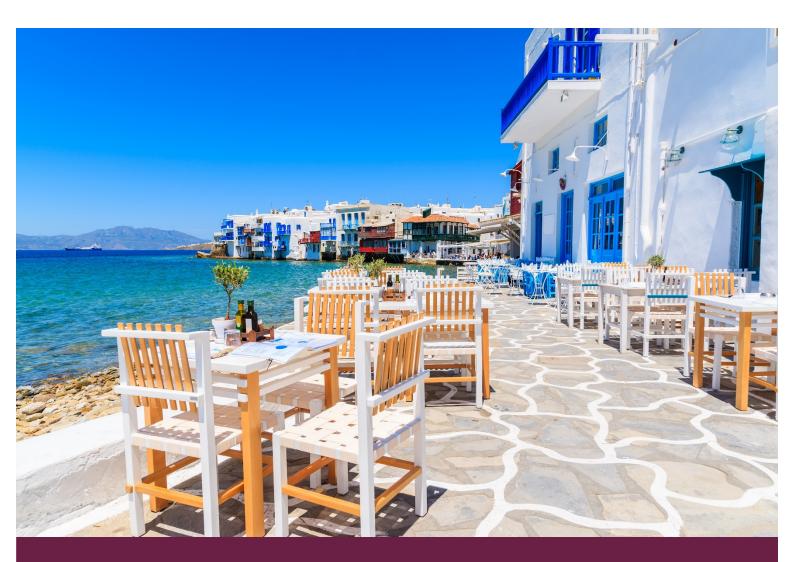
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TRAVEL SERVIC PROVIDER OF THE YEAR 2010

TravelMole

Travel & Tourism



Sell Qatar Airways to win a place on a famil to Mykonos PLUS \$1,000 spending money!



Incentive period 23 October – 19 November 2017.

Terms & Conditions: Incentive period 23 October – 19 November 2017. Valid on all Qatar Airways international tickets ex Australia issued on QR (157) stock via Air Tickets / SmartTickets only. Criteria; one place awarded per state from NSW/VIC/SA/WA for highest QR sales in the incentive period. One place awarded per state from NSW/VIC/SA/WA/for highest QR sales in the incentive period. One place awarded per state from NSW/VIC/SA/WA by QR based on the most supportive agent over the last 12 month period. A minimum of \$5,000 in QR sales revenue

during the incentive period is required to qualify. Travel will take place by late May 2018 in economy class with one night stopover in Doha and 5 nights in Mykonos. All incidentals will be at the expense of the individual participants. Winners will be required to make their own arrangements to their nearest QR departure city. Infant, cancelled, group bookings and refunded tickets are ineligible. Prizes are non-transferable or redeemable for cash and any FBT implications are the responsibility of the winning agency. Sales will be automatically tracked by Qatar Airways and Helloworld who reserve the right to cancel or alter the conditions of the incentive at any time. Winners will be notified within 90 days after the incentive period expires. All winners must be an international travel consultant and full time employee of the agency. Results will be final and no correspondence will be entered into. This incentive is open to Air tickets only. * If Mykonos is not possible the famil will be to either Lisbon or Malaga or a new Qatar Airways 2018 destination.







PRODUCT PROFILE INDUSTRY BODY







CLIA Australasia

CLIA Australasia offers its members a world of expertise and support as well as myriad benefits including:

- CLIA'S ONLINE LEARNING ACADEMY: Agents can learn everything they need to know about selling cruise, while acquiring the skills to upsell, crosssell and the all-important ability to match clients to the right cruise.
- CLIA'S NEW MEMBERS HUB: Members can explore 12 new features to assist in their day to day engagement with the industry, including a ship inspection listing, webinar library, Ship Fact Finder,

Sales Guides, Trade Promotions, Social Media feeds, and much more.

- CLIA'S COMPREHENSIVE RESOURCE LIBRARY: If agents want to find out what electrical socket a ship has, or whether a ship has a guest laundry? CLIA Australasia's exclusive Resource Library can help answer even the trickiest questions.
- CLIA'S ONLINE TRAVEL AGENT SEARCH: When consumers are considering their next cruise and want to book with an expert, they use CLIA Australasia's online search to find their nearest accredited agent.

OTHER BENEFITS:

• Exclusive use of the CLIA logo on all your marketing material

- Your name listed on CLIA's Travel Agent search on www.cruising.org.au
- Member only access to CLIA's Global "Plan A Cruise Month" campaign
- DISCOUNTED TICKETS to Cruise360 and the annual Cruise Industry Awards Dinner
- Complimentary membership of Breakaway Travelclub, giving you access to discounted travel products
- EMBARC ID card for instant industry recognition
- DISCOUNTS on a wide range of everyday consumer brands

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