Travel Daily

First with the news

Tuesday 12th September 2017





Reed \$1.5m trade creditors

A FULL list of suppliers owed more than \$1.5m in total due to the collapse of Reed Holidays has been revealed, with the business trading with the industry via a separate company called MJ Reed Pty Ltd which has also failed.

The first creditors meeting for Reed Holidays P/L and MJ Reed P/L was held yesterday, with a total of 1,521 companies and individuals owed money including 981 consumers (*TD* yesterday).

The MJ Reed creditors list indicates \$120,000 owed to Voyages Indigenous Tourism, \$138,000 to Bayside Coaches, and a number of other accommodation providers owed significant amounts such as \$30,933 to Ibis Styles Kununurra; \$61,922 to Strahan Village; and \$65,082 to Oaks Cable Beach.

Travel agents are also listed among the unsecured creditors including NRMA Travel owed \$27,495; RACQ owed \$52,865; RACV Hobart owed \$12,172; Travel Partners with \$1,255 outstanding; and Zeppelin Travel owed \$1,045.

Money is also owed to airlines including Air New Zealand with

a debt of \$18,141 and Alliance Airlines owed more than \$55,000.

The combined collapse of Reed Holidays and MJ Reed has seen more than \$5.3 million owing by the businesses they operated - Australian Air Holidays, Seniors Coach Tours and Young at Heart.

The liquidator, Cor Cordis partner Glenn Spooner, said 80 creditors attended yesterday's meeting, with his priority being to get the best possible result.

"At this stage it is unclear as to if a dividend will be payable to any class of creditor," Spooner said.

"We are working to understand exactly what has happened, and that includes investigating the conduct of the director and the companies," he added.

Creditors are asked to contact Cor Cordis on 03 8320 5600 if they have not yet spoken to the liquidators.

Today's issue of TD

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

- inPlace Recruitment
- CVFR

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Crooked Shark Tank

TONIGHT'S episode of Shark Tank on Network Ten features a pitch to the 'sharks' by Crooked Compass founder Lisa Pagotto on her small group touring business.

The program airs at 7:30pm.



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Hayes joins SeaLink Grp

SEALINK Travel Group has this afternoon confirmed the appointment of Anthony Hayes as chief operating officer, with immediate effect.

Haves was most recently the chief executive officer of Fantasea Cruising Sydney, a role he took up late last year.

Possessing extensive tourism and transport background, Hayes was the global managing director of AAT Kings (a position he held for three years), prior to a five year stint with Tourism Queensland as ceo and two years with Qantas as regional manager

AICS with Tramada

AFTA has teamed with Tramada to streamline the application process for the AFTA Insolvency Chargeback Scheme (AICS).

The mid-office specialist has designed a real-time report for clients to determine current and future creditor insolvency risk.

The tramada AICS report informs users of "key elements" such as creditor, client, travel dates and monies already paid to a creditor, accessed via the standard reporting suite to Tramada clients.

"AFTA AICS members will be advised which suppliers are at risk, so those agents can quickly check with tramada AICS report to assess potential damages and redirect clients proactively," said Susan Enner, Tramada country manager Australia/New Zealand. of Central Europe.

SeaLink ceo and managing director Jeff Ellison welcomed Haves "on-board".

"He will be working closely with the general managers to enhance our synergies and build a closer working relationship between our businesses, trade partners and staff." Ellison commented.

Headquartered in Adelaide, SeaLink operates brands including Captain Cook Cruises and Kangaroo Island Odysseys.

Hayes told *Travel Daily* this afternoon his departure from Fantasea was "very amicable", with the opportunity at SeaLink "too good to refuse".

"Fantasea is in a very good position and the leadership team there is humming, so it was something I couldn't say no to.

"This is a newly created role. All of the businesses including Captain Cook Cruises will be reporting to me.

"There are so many growth possibilities and opportunities for expansion," Hayes added.

Westbury WTA role

AFTA chief Jayson Westbury has been elected vice chairman of the World Tourism Alliance (WTA).

Westbury said WTA is a new non-government organisation "which will foster commercial exchange and greater hope for all in the travel & tourism industry across the world".

Silversea new ship

SILVERSEA Cruises will construct a sister-ship to Silver Muse after signing a contract with Fincantieri to build the \$463 million vessel.

The 596-pax Silver Moon will ioin the Silversea fleet in 2020.



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Marhaba Lounge

THE doors have opened on a pay-as-you-go airline lounge for international travellers at Melbourne Airport in Terminal 2.

Dubbed the Marhaba Lounge, the facility is available for up to four hours, priced from \$65 per adult & \$35 for kids under three.

Operated by dnata, the facility is stenciled off other lounges the Dubai-based company operates in the Middle East, Europe and Asia.

Open seven days a week from 6am until midnight to passengers on any outbound int'l flight, the first Mahraba Lounge in Australia has a capacity of 200 guests, and features a Hudson Coffee cafe, buffet dining, casual lounge seating, shower facilities and a business section.

Mahraba is also available to Priorty Pass members.

Barangaroo hotel

A NEWBUILD independent boutique hotel will open on Sussex St in Sydney's CBD in Dec.

The 182-room West Hotel is operated by hotel real estate investor M&L Hospitality, located near the Barangaroo precinct.

The property features a modern Australian restaurant called The Dining Room by West Hotel, along with a bar, gym and free wi-fi.

GA London change

GARUDA Indonesia has confirmed it will operate nonstop services from Jakarta to London Heathrow from 31 Oct, cutting its previous stopover at Singapore.

The eastbound direct services will operate thrice weekly on Tue, Thu & Sat, providing connections to other Indonesian destinations.

New! Cruise & Maritime Voyages Industry Rates! 02JAN18 - Astor - 10 Nights Fremantle to Bali Inside Cabin from \$3,839* \$750* pp AUD including taxes & port charges.

*Conditions Apply.



INDUSTRY DEALS



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Choice speakers

TRAVELLERS Choice members attending the group's 2017 Annual Shareholders' Conference will gain insight on the "future consumer" by one of the nation's most sought-after authorities on the forces shaping tomorrow's consumer, Amanda Stevens.

Stevens has spent over 15 years at the helm of her own research and marketing agency, and now consults on consumer trends to retailers, banks, insurance companies, franchise groups and political parties in Australia and the United States.

Other speakers at the Travellers Choice's 2017 Conference include Australian former Olympic gymnast Brennon Dorwick, who will present on achieving personal goals and business targets.

The conference is being held in Perth over three days in Nov.

Window

HAVE you felt lonely in a hotel room and didn't know what to do with yourself?

A Belgian hotel is offering pet fish to ease your solitude.

The Hotel Charleroi Airport puts a sign in every room saying "Alone in your room and want company? Rent-a-fish."

Clients staying at the property can then request a pet fish from €3.50 a night.

Hotel manager David Dillen told The Independent the property rents a few fish a week to its lonely guests.



Delta Irma reaction

US CARRIER Delta Air Lines was forced to cancel 1,100 flights network-wide yesterday after Hurricane Irma impacted its Atlanta-hub in Georgia.

DL took the action to axe the bulk of its flights at ATL due to the potential wind gusts that "exceed operating limits on select mainline and regional aircraft".

Flights began operating from/ to Atlanta last night, while routes to other Irma-impacted hubs are slated to begin again today.

MEANWHILE, Qantas has issued a commercial policy for customers with tickets issued on/ before 08 Sep who have been affected by Hurricane Irma, for travel to the US and Caribbean up until 15 Sep - for full details, go to www.qantas.com/agents.

Taiwan roadshow

TAIWAN Tourism Bureau's Australian roadshow kicks off in Melbourne tonight, supported by a delegation of 40 suppliers.

The event will provide agents with info on the latest tourism products from Taiwan & a chance to hear from the indigenous Amis Kakeng Musical Group.

This evening's show is being held at the Sofitel Melbourne on Collins from 5:30pm to 10pm, with other functions held in Brisbane at the Marriott Hotel tomorrow and in Sydney on Thu at The Westin.





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Today's issue of *TD* is coming to you from New York, courtesy of NYC & Co and Delta Air Lines.

CYCLING is a great way to explore New York, and as well as a host of vendors around Central Park you can easily rent a bike for US\$12 from many street corners under the 'Citi Bike' scheme.

Explore the Hudson River scenery from Riverside Park, where you can ride alongside hundreds of joggers, roller skaters and skateboarders all the way from the top of Manhattan to Battery Park overlooking the Statue of Liberty.

The city is also well served by public transport, with a US\$32 MetroCard providing unlimited subway rides for seven days - perfect for getting around.

Declare \$10K push

INTERNATIONAL travellers are being reminded to declare cash amounts of \$10,000 or more when they pass through Australian gateways.

The Australian Federal Police (AFP) and Australian Border Force have said they continue to monitor for travellers carrying undeclared currency, particularly at Sydney International Airport.

Australian law allows travellers to carry unlimited amounts of cash, but amounts over A\$10,000 or equivalent must be declared first in an online form.

"These laws exist to stop money laundering by organised crime syndicates, or to prevent the offshore funding of terrorist groups – and we need your help to make these work," said AFP acting Sydney Airport Police Commander Simone O'Mahony.

Undeclared cash can be detected by x-ray, dogs and inspections - **CLICK HERE** for info.



New Coral ship

CORAL Expeditions has revealed it will build a fourth expedition cruise ship to serve the Australian market, due for introduction in mid 2019.

The operator has signed a contract with Norwegian shipbuilder Vard to produce the next-generation vessel and says it also plans another ship to follow.

The new addition will join the Coral Expeditions fleet exploring the Kimberley region, Cape York and Arnhem Land, Papua New Guinea, the Spice Islands, Indonesia and the South Pacific.

To be Australian flagged and crewed, it will carry up to 120 guests in 60 cabins and will feature two "Xplorer" tenders on hydraulic platforms.

There will also be a lecture lounge, facilities for scientific research missions, communal areas including a dining room for all guests and outside-facing cabins, half with balconies.

Ardent ceo splits

ARDENT Leisure has begun a search for a new ceo to head its Main Event Entertainment ten-pin bowling business.

The company today announced the existing ceo of Main Event Charlie Keegan will resign from 24 Nov, but will consult over the next year to allow "an orderly transition" to a new head.

Ardent is also the operator of Dreamworld on the Gold Coast.

VA trims Kununurra

VIRGIN Australia has issued a waiver code for pax affected by the seasonal reduction of its flights between Perth and Kununurra over the summer.

Code BW000072 may be used to waive additional fare, taxes and change fees for guests affected by service reductions between 06 Nov and 26 Mar.

The waiver is valid for tickets issued on or before 11 Sep.





TM's record show and tell



THE TravelManagers 10th conference held in Darwin last week set a series of records, including for the largest "Show and Tell", with over 60 brands participating in the session.

Next year's event promises to be a whopper, with many PTMs already excited to be heading to Hawaii for the network's 11th annual conference.

Pictured above are Kerrie Juric, Qld PTM hearing the latest from Lynne Clarke, MSC Cruises, while Michael Morrissy and Vicki Spencer from Allianz Worldwide Partners are inset.

The Qantas team are right: John Issaakidis, Anthony Deur and Marco Webb-Butler.







Phil Hoffmann Travel is hiring!

For over 25 years, Phil Hoffmann Travel has built a strong reputation of quality, value and personalised service which has seen the business grow to 10 offices and win the AFTA National travel industry award for best agency in Australia 11 times. A professional approach, ongoing training, career opportunities, meaningful values, family culture, SA owned, industry leader, a focus on customer service and employee wellbeing, longevity, a passion for travel, determination to succeed...these are all attributes of Phil Hoffmann Travel. We're looking for like-minded Travel Professionals to join the team.

> For more information please refer to https://www.pht.com.au/about-us/careers Applications submitted by COB Fri 29 Sep.



Broken Hill resort

OUT of the Ordinary Outback will open a sixth property in the NSW far west next year, the Broken Hill Outback Resort.

Under development at a cost of \$5 million, the property will offer cabins, caravan sites and camping at the historic Mt Gipps Hotel, 13km east of Broken Hill.

The 1890s hotel is being renovated and will feature a bar, restaurant and reception area when the resort opens in Mar.

Earlier this year Out of the Ordinary Outback purchased Broken Hill motel The Argent and announced it would develop a conference centre at its Copper City Motel in Cobar.

Skyway upgrade

SCENIC World will spend \$3 million upgrading its Scenic Skyway cable car in the Blue Mountains, boosting its capacity

The project will be completed by mid Nov and will provide more space and improve queuing times during peak periods.

A reconfigured cabin will enable streamlined loading and offer free on board wi-fi.

Ormina Tours famil

ORMINA Tours has announced its first famil for Australian travel agents, visiting the Piedmont region of Italy next year.

The tour will depart from Milan on 22 Apr and follow Ormina's six-day food, wine and truffles itinerary in Piedmont.

Travel agents will be able to travel with another agent from their office or take advantage of limited places for a non-industry friend or partner travelling at 50% of the cost.

To qualify, agents must have booked and deposited an Ormina small group or private journey worth \$7,000 nett by 31 Jan.

For full details and to register, CLICK HERE.

Today in the Cooks

CHANNEL Nine's Today show is presenting weather broadcasts from the Cook Islands this week, including live crosses from Rarotonga and Aitutaki.

Weather presenter Natalia Cooper appeared yesterday and today, and will present a third morning of crosses tomorrow.

Segments are showcasing the Cooks' lagoons, reefs and culture.

TravelPay

Business Development Manager (Sydney based)

Zenith Payments is an innovative payments and prepaid card business located in Balmain, Sydney. We are looking for an enthusiastic and motivated person to join and lead our sales team in promoting our exciting TravelPay product to travel agents.

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Rugged up with 50 Degrees





Book two clients on any 2018 UnCruise Adventures up to 15 December 2017 and go into the draw to win a 7 night cruise for two!

Call Natural Focus Safaris



SEVERAL agents are being treated to a famil hosted by Consolidated Travel, Finnair and 50 Degrees North to Estonia.

Agents are sampling the product they would be selling to their clients back home, with a trip highlight for many being witnessing the Aurora Borealis over two nights.

Pictured are Rhett Martini, Martini Travel; Tracey Williams, Bayview Travel; Lex Noller, Noller & Turner Travel Associates; Anna Goffage, Terrace Travel; Devin Hunt. The Adventure Traveller and Lisa Amara. Finnair.

AB sheds Caribbean

BANKRUPT airberlin will end all of its routes to the Caribbean from 25 Sep because of cuts to its to long-haul fleet.

The **one**world carrier's network included flights from Dusseldorf to Curacao in the Dutch Antilles, Cancun, Havana and Varadero.

AB will also close its long-haul ops from Berlin Tegal, which involves ending TXL to SFO and LAX from 01 Oct.

airberlin has previously announced that it would end services to Abu Dhabi (TD 05 Sep).

Busabout program

BUSABOUT has launched its new 2018-19 Europe program featuring a number of new itineraries including a 15-day Ultimate Eastern Adventure to Hungary, Romania and Bulgaria.

There is also a new two-day Croatian Adventure that visits the Plitvice National Park and its spectacular waterfalls, which is priced from \$269pp.

Busabout has also added new hop-on-hop-off destinations in Bologna, Austrian Alps & Evora.

The company has redesigned its brochure to ensure that 95% of the content is generated from real life Busabout travellers.

Busabout said it hoped this would allow agents to get a better taste of what they are selling.

Clients who book and pay a trip before 21 Dec can receive earlybird discounts of up to 15%.

Melb hotel demand

LATEST data released by STR has showed occupancy for Melbourne accommodation was up 2.5% year-on-year in Aug to 85.1%.

Revenue per available room (RevPAR) increased 2.5% y-o-y to \$150.22 during the month.

Demand jumped by 5.8%, while supply grew only 3.2%.

The average daily rate for a room remained flat at \$176.51.

SA app for Chinese

THE South Australian Government is piloting a "worldfirst" app it says will help Chinese visitors navigate their way through the state's hotels, shops, cellar doors and other businesses on their next trip.

Called UWAI, or "travel abroad", the privately developed app has been funded via Tourism SA and is available through Apple and Android stores.

EK mulls Economy cabin sectioning

EMIRATES is considering plans to add a "budget economy" cabin on its flagship Airbus A380s with narrower seating and fewer perks, according to the Gulf carrier's president Tim Clark.

Clark told Skift the potential strategy would be to target pax who always book the cheapest price, regardless of the carrier.

He said splitting the cabin into three or four sections, all with different amenities and prices, could be an option, with tiers such as "economy plus" (like premium economy), followed by "normal" and "budget" economy.

Passengers in the no-frills cabin would still be supplied meals, but may have to pay for extras such as luggage and advance seating assignments, he said.

"I've got to find sections in the airplane which we could almost curtin off, that have their own restrooms and galleys unique for the product," Clark added.

The EK boss also noted it was now possible to add an 11th seat per row on new A380s, which could be an option explored.

Solomons specialist

THE Solomon Islands Visitors Bureau (SIVB) has launched its first specialist agents online training program.

Named Hapi Isles Specialists, the scheme is intended to equip agents with product knowledge of the country and its nine provinces through a series of online modules.

The program covers culture, WWII history, sport fishing, surfing and bird watching, reef and wreck diving.

Agents who complete all courses by 15 Oct have a chance to win one of 10 \$50 Visa cards.



Travel Daily

Tuesday 12th September 2017

EY website upgrade

ETIHAD Guest will be conducting website maintenance between 16 and 18 Sep.

During this time the Etihad Guest Program website will be temporarily unavailable and no flight redemptions or cabin upgrades will be processed.

The planned maintenance is part of a future systems upgrade, which takes place in a few weeks.



WELCOME to Money, TD's Tue feature on what the Australian dollar is doing.

\$1AUD = US0.802

THE Australian dollar dropped o.5% overnight as US markets were boosted after Hurricane Irma passed the US mainland with less damage than expected.

On Fri, the dollar hit its highest level against the greenback in over two years.

The AUD was mixed in other markets with the local currency up versus the euro and down versus the British pound.

In Asia, the Aussie was very strong against the Japanese yen.

The dollar remained steady against the New Zealand and Canadian dollars.

Wholesale rates this morning.

US	\$0.802
UK	£0.609
NZ	\$1.105
Euro	€0.671
Japan	¥87.73
Thailand	ß26.59
China	¥5.241
South Africa	R10.416
Canada	\$0.971
Crude oil	US\$47.48

iExpedition system

IEXPEDITION has debuted a specialised booking system for Polar cruises.

The iExpedition.com website will bring together more than 600 expedition departures to Antarctica and the Arctic under one roof

Travellers will also be able to customise and filter their search based on time to suit their needs.

More in today's Cruise Weekly.

Whits \$7m funding

TOURISM Whitsundays has welcomed \$7 million in funding from the State and Federal Governments to help the tourism sector recover from TC Debbie.

Of the \$7m, \$4.5m will go to infrastructure projects located in the Whitsunday Islands, Bowen and Lake Proserpine.

An additional \$2 million of the money will go into the Tourism Recovery Fund and \$500,000 will fund coral propagation research and coral gardening.

CA adds PEK/ATH

AIR China will commence operations between Beijing and Athens from 30 Sep.

The route will be served with Airbus A330-200 aircraft and operate twice a week on Wed and Sat.

NZICC appoints

THE New Zealand International Convention Centre (NZICC) has appointed Brooke Campbell from Melbourne and Kenneth Pereira from Wellington to the venue as sales managers.

Campbell will start on 13 Sep, while Pereira begins next month.

Venice coming to Dubai



KLEINDIENST Group has revealed plans to build a "Floating Venice" - a partially underwater luxury resort - at Dubai's offshore island project, The World.

The floating resort will have a capacity of up to 3,000 guests daily, with 414 cabins, restaurants and recreation over four decks, one of which is underwater.

Gondolas imported from Venice will transport guests to their

cabins through winding canals, or alternatively travellers can take a stroll through canal side walkways and bridges.

The resort also plans to host festivals such as Carnivale di Venezia. Binnale di Venezia and Festa del Rendentore, which aim to recreate the Venetian spirit.

Construction is scheduled to begin in 2018 with completion by the fourth quarter of 2020.





This month Travel Daily, travelBulletin, Aircalin and New Caledonia Tourism are giving readers the chance to win a trip to New Caledonia. The prize includes return economy class flights from SYD, BNE or MEL flying Aircalin and four nights in a one bed apartment including daily buffet breakfast at Ramada Noumea.

To enter the competition, all you need to do is take a creative photo of yourself with something typically New Caledonian.

Send your entry to aircalin@traveldaily.com.au







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People. Integrity. Energy.

Get to know our team; Kristi Gomm In the spotlight this week!

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Product Coordinator - Canada/ Nth America Sydney CBD

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Excellent salary

Nth American specialist

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Marketing Coordinator - Tourism

Sydney

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Join this marketing & brand awareness company promoting an Asian destination to both the Aust. & NZ travel trade, MICE and consumer sectors. In this role you will plan, coordinate and set-up special interest events and promotions, coordinate distribution of marketing material, manage the database and organise trade famils. Previous exp. as a Marketing Coord in the tourism industry essential.

Well known brand

Opportunity to travel

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Corporate - Business Development Mgr

Sydney CBD

Above average salary and incentive program

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Assistant Team Manager - Corporate

Sydney CBD Salary \$70 - \$75K + super

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Senior Corporate Consultant

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CVFR Consolidation Services and Singapore Airlines are giving you the opportunity to win the following great prizes simply by selling Singapore Airlines between 04 September - 24 September 2017.

Top Selling Agents

1st prize: Westfield Gift Card worth AUD5000
3 runner up prizes: Westfield Gift Card worth AUD2000 each

Most Improved Agents

Top 5 Agents: Westfield Gift Card worth AUD1000 each



Terms and Conditions:

Only for Singapore Airlines Flights. Tickets must be issued via CVFR Consolidation Services between 04 September - 24 September 2017. To qualify for the top selling agent awards with over 20% revenue growth is required. To qualify for the most improved agent awards a minimum of \$20,000 in net international sales is required plus 20% year on year growth. Applicable tickets must be issued on ticket stock 618 and must be on 100% SQ flight numbers. Applicable to every adult and child return international ticket ex Australia booked on SQ. Infant, group sales and cancelled or refunded tickets are not eligible. Agents are responsible for any applicable FBT. CVFR Consolidation & Singapore Airlines reserve the right to change or withdraw this promotion at anytime without notice. CVFR Consolidation Services ABN: 80 088 894 482.





