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VIEW DEALS

Westbury on Reed

AUSTRALIAN Federation of Travel Agents chief exec Jayson Westbury uses today's *AFTA Update* column to elaborate on the Reed Holidays collapse, as detailed this week in *Travel Daily*.

Westbury confirms that AFTA was only provided with "part of the businesses operations" of Reed Holidays, and that "there does appear to be a complex web of company involvement and ownership upon which AFTA had no knowledge".

The AFTA boss also goes into detail about "phoenixing" and a new package that has been rolled out by the Federal Government - see **page eight** for details.

What a whopper!

Travel Daily today has 10 pages of news, including a photo page for **Excite Holidays** and full pages from:

- Albatross Tours
- Travel Trade Recruitment

CostSaver goes dynamic

EXCLUSIVE

TRAFALGAR'S value CostSaver brand has moved to dynamic pricing for its Europe program as a strategy to help agents lock in bookings at point of enquiry.

It's a move seen by CostSaver executives as pioneering the holiday package space.

CostSaver's dynamic pricing is based on a number of elements such as currency and popularity of departure dates, Trafalgar's global ceo Gavin Tollman said.

Speaking with *Travel Daily* at the launch of Trafalgar's 2018 Europe program last night (**pg 4**), Tollman said switching CostSaver to live pricing was done in consultation with agent partners.

"As CostSaver doesn't provide an early payment discount, one of our biggest challenges is how to build urgency for people to book today," he said.

Tollman said based on agent feedback, the "greatest

challenge" was converting a quote to a booking if there wasn't a deal.

"We are enabling agents to build urgency to close the sale while that person is in the store and not let them go home to hypothetically think about it, when more realistically maybe go to shop somewhere else."

He said the new Europe pricing structure was no different to how airlines sell seats on planes, with those who book early guaranteed to get the best deal on a tour.

Trafalgar md Australia Matthew Cameron-Smith said the move "gives agent partners the ability to close a sale right then & there. If you don't deposit now, this price could be gone".

Questioned if dynamic pricing would evolve to Trafalgar's core product, Tollman said "let's wait and see what happens with the 'Ready to Go' rates."

CostSaver's 2018 program has been rolled out online today.

Rutas rebranding

LATIN America representation company Rutas has relaunched under the new branding of Unique Latin America.

Founder Rebeca Espinoza said the change "better encapsulates the essence of what we do and the authentic products and experiences we represent."

A new website and logo have also been unveiled - more **HERE**.

Globus supertour

GLOBUS family of brands today revealed its 2018 Supertour destination will be Croatia.

The Supertour is a reward to Globus' 20 top-selling agents from Australia and 10 from NZ.

To earn a place on the famil, agents need to book passengers on Globus or Cosmos tours, Monograms city stays or Avalon Waterways river cruises between 01 Mar 2017 through to 28 Feb.

The Supertour will depart on 04 May - **CLICK HERE** for more info.



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SILVERSEA

APT incentive

APT is reminding agents that its Cash or Cabin incentive, in which they have a chance to win \$1,000 cash or a luxury cruise, will wrap up at the end of this month.

To win, agents need to book and deposit five river or ocean cruises.

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EK ups SYD to four daily

EMIRATES will boost its overall Australian capacity by more than 7% with the announcement of a fourth daily Airbus A380 service between Sydney and Dubai.

Beginning Mar 25, the move will coincide with the redirection of Qantas services on the Kangaroo Route, which will operate from Sydney to London via Singapore instead of Dubai (**TD** 31 Aug).

The additional Emirates service will add 6,846 seats per week to the route and provides an afternoon departure from Sydney that connects for early morning arrivals in Europe.

It also provides a new option for EK passengers to depart London and main European cities in the morning for an afternoon arrival in Sydney the next day.

"We're incredibly excited to announce a fourth daily service between Sydney and Dubai, highlighting our continued commitment to the Australian

market and better connecting Australian travellers to our global route network," said Barry Brown, Emirates' divisional vice president for Australasia.

The new inbound service, EK416, will depart DXB at 2040, arriving SYD at 1720 the next day.

Outbound service, EK417, will depart SYD at 1705, arriving in DXB at 0025 the following day.

The airline's A380 is fitted with 489 seats in three classes.

MEANWHILE, EK has unleashed its 2018 earlybird offers on flights to Europe, on sale until 04 Oct.

Economy class fares departing Melbourne are priced from \$1,319 to Dublin, \$1,329 to Barcelona and \$1,329 to London, based on travel between 01-27 Mar and 01-21 May.

Business fares include \$6,959 to Dublin and \$6,999 to London, for travel between 01 Mar-30 Sep.

Higher fares apply for other travel periods - emirates.com/au.

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Nanuku B&B option

NANUKU Auberge Resort in Fiji has introduced a new B&B option, priced from FJ\$1,447 per couple per night.

The package includes free non-alcoholic beverages, wi-fi, in-villa IPTV and movies as well as use of non-motorised water equipment.

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Arrivals continue growth

SHORT-TERM visitor arrivals to Australia continued their long run of growth in Jul, increasing 7.1% over the same month last year on a trend estimate.

Figures released yesterday by the Australian Bureau of Statistics (ABS) show 745,400 visitor movements during the month, an increase of 0.6% over Jun.

The increase follows growth of 0.8% in May and 0.7% in Jun, and continues the steep upward trend reported by the ABS over recent years, with arrivals up by 100,000 per month since Nov 2015.

Travel among Australian residents grew at a similar rate, with short-term returns during Jul up 6.5% over the same month last year on a trend basis.

Just over 884,000 Australian residents came home in Jul, an increase of 0.1% over Jun.

This followed a monthly increase of 0.2% in May and a flat result recorded in Jun.

Tourism Australia managing director John O'Sullivan said the latest ABS figures confirmed the strong performance of inbound tourism to Australia, with markets

across Asia continuing to produce solid increases in visitation.

"Alongside our key markets in Asia we are also seeing phenomenal results out of the USA, which as the Jul figures show is outpacing overall growth to Australia and continues to present such a huge opportunity for our industry," O'Sullivan said.

"For the remainder of 2017 our focus will be working with our partners across the globe to continue to deliver exciting opportunities for industry so we can convert the demand for Australia to actual visits."

MH orders 8 787s

MALAYSIA Airlines is reportedly preparing to announce the purchase of eight Boeing 787 Dreamliners during a current visit to the US by Malaysian Prime Minister Najib Razak.

Reuters says sources have confirmed a deal worth more than US\$1.8 billion will be signed in Washington DC.

MH had previously considered buying Airbus A330neos.



Window Seat

THE idea of paying to take a dip might seem foreign to Aussie beachgoers, but in the Middle East a pay-per-use model could become the norm under plans by developers.

Mega-pool creator Crystal Lagoons has announced plans to introduce its resort-style lagoons and man-made beaches to locations across the Middle East, with discussions underway with developers in Abu Dhabi, Oman and Bahrain.

Arabian Business says Crystal Lagoons is already working on a mountain-top facility in Egypt and the second phase of a 36-hectare project in Dubai that will result in the largest man-made lagoon in the world.

Crystal claims its systems are environmentally friendly and use less energy and chemicals than traditional water treatment processes.

It says its plans will benefit real estate and tourism markets with "an idyllic beach lifestyle".

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New Trafalgar trips

TRAFALGAR'S newly launched Europe & Britain program is a massive 264-page collection of Discoveries, Country Explorer, At Leisure, Regional Explorer, Special Interest, Hidden Journeys, Family Experience and Cruise, Rail and Combo packages and itineraries.

Global ceo Gavin Tollman said the most in-demand destinations in Europe for Australian travellers were Spain, Scandinavia & Italy, with Trafalgar beefing up its program to include a new nine-day Best of Norway tour, 11-day Wonders of Italy journey and nine-day Great Iberian Cities trip.

Building on the growth from the "bleisure" (business & leisure) market, Trafalgar has also boosted its City Explorer program.

As the name suggests, City Explorers see guests based in one location for six nights, meeting up with Trafalgar local specialists for sightseeing and cultural insights.

Already offered in London, Amsterdam, Paris and Rome, the explorer series has been boosted to include Madrid and Berlin.

Trafalgar guarantees 2018 Discoveries

TRAFALGAR marked the launch of its 2018 Europe & Britain brochure in Sydney last night with over 100 top-selling travel partners from around the country by announcing it has guaranteed the departure of its 16 Discoveries multi-destination itineraries and has ramped up its City Explorers program.

Firming up the departure dates of the Discoveries program comes as Trafalgar enjoyed a robust 24% year-on-year increase in bookings to Europe & Britain in 2017 from Aussie agents, a result global ceo Gavin Tollman referred to as "extraordinarily successful".

Speaking exclusively with *Travel Daily* yesterday, Tollman said the "outstanding" sales growth was driven by "joint collaboration and companionship" with its partners, its pledge for 100% transparency through its Feefo reviews and vast product line-up.

Aimed at making bookings seamless and "avoiding confusion of fly free promotions", Trafalgar is offering a \$699 return Economy class airfare for its entire range of 97 Europe & Britain itineraries.

Tollman said a key focus in 2018 for Trafalgar would be continuing to put its agents first.

Recently, The Travel Corporation-



owned company introduced online technology that enables agents to book itineraries & flights at the same time.

"To our agent partners, if you want to see success, sell more Trafalgar and what you are doing is creating not only a foundation for your near-term, mid-term, but your long-term success because this is just the beginning of the journey," he commented.

Tollman exclusively revealed to *TD* that next year's destination for its Acclaim event for Trafalgar's

38 highest sellers would be in the French Riviera over eight nights.

And as a sign of further confidence in its product for agents, Trafalgar has locked in all 29 trips from its 2017/18 Autumn, Winter, Spring departures to Europe and Britain, along with its Hawaii 2018 program.

Tollman (centre) is pictured at last night's soiree at Bistro Guillaume Sydney, flanked by Travel Corporation Australia ceo John Veitch & Trafalgar Australia md Matthew Cameron-Smith.

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Travel Daily

on location in

New York, USA

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

NEW York has so many unique neighbourhoods, and a great way to explore some of them is to stroll along the High Line - a former elevated railway which has been adapted to become a serene "urban park" overlooking the busy city streets and linking the trendy Chelsea area with Hudson Fields, a major new mixed-use development near the Jacob K. Javits convention centre.

Our New York visit continued last night with a baseball game between the New York Yankees and the Tampa Bay Raiders at Citi Field in Queens - and today we're off for some much-needed retail therapy at the Woodbury Common Premium Outlets.

Air NZ mulls NYC

AIR New Zealand is mulling plans to fly non-stop to New York and Chicago once the airline has secured the right aircraft.

Speaking to *Forbes*, ANZ ceo Christopher Luxon said long distance was in the airline's blood given NZ's isolated nature.

"We are one of the top five airlines in the world in terms of distance. We end up flying a normal flight 12 or 13 hours."

Luxon said Chicago was an obvious choice given it was ANZ's partner United Airline's main hub.

Qantas recently challenged Boeing & Airbus to build planes that could fly direct from SYD to New York or London (**TD** 24 Aug).

Rocky's 2 millionth

THE Rocky Mountaineer has welcomed its two millionth guest aboard the popular train service.

Joanne Scanlan from the US was the lucky one who was upgraded to celebrate with her husband.

JQ buy now, pay later

ONLINE payment service Afterpay Touch Group has announced a deal with Jetstar to offer its buy now, pay later options to passengers.

From today, Afterpay will be available on Jetstar.com to purchase domestic flights as part of a pilot program.

It can be used for transactions of between \$200 and \$1,000 when booked eight weeks or more ahead of travel.

If successful, the system will

be extended to other domestic services and international flights.

The partnership is the first foray into the travel industry for Afterpay, which allows users to "buy now, receive now, pay later" without taking a loan.

The company's head Nick Molnar said the agreement provided Afterpay customers with new opportunities, particularly in a market where millennials were very active.

"Moving into the travel market with Jetstar is an incredible win for both Afterpay and Jetstar customers," Molnar said.

Jetstar ceo Jayne Hrdlicka said Afterpay would help make travelling more achievable.

QR global promo

QATAR Airways has launched its Global Travel Boutique deal offering fares to Europe priced from \$1,100 to Dublin.

The special also covers two for one companion rates in First and Business class.

Rates are valid until 19 Sep.

Fly Corp Inverell

FLY Corporate has commenced flights between Inverell, NSW and Brisbane (**TD** 17 Jul).

The Mon to Fri service will offer direct morning flights from Brisbane to Inverell with a return service to Brisbane via Moree.

Fly Corporate will use Saab 340B Plus aircraft with room for 34 pax.

IHG equal rights

INTERCONTINENTAL Hotels Group (IHG) has signed on as a corporate supporter of Australian Marriage Equality.

IHG coo Australasia & Japan Karin Sheppard said it was important for the company to add its message of support for a social issue that spoke about its equality belief.

"At IHG we stand by our value to do the right thing, and live by our philosophies of diversity, inclusion and true hospitality."

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London	\$1,369*	\$6,259*

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*Advertised fares are for Business and Economy Class return travel departing from Perth inclusive of taxes and surcharges, correct as of 24 August 2017, subject to currency fluctuation and availability. Offer ends 4 October 2017. Business Class fares are for travel commenced between 1 March and 30 September 2018, and Economy Class fares are for travel commenced between 1 March and 5 April 2018, 1 May and 21 May 2018, and 25 September and 30 September 2018. Higher levels apply for other travel periods. Flight restrictions, day-of-week surcharges, inbound blackout periods, amendment and cancellation fees apply. Additional travel periods, destinations and fares are available from Sydney, Melbourne, Adelaide and Brisbane. For full terms and conditions, please visit emirates.com/au, your local travel agent or call Emirates on 1300 303 777. Offer subject to change. ^Best Airline in the World in the TripAdvisor® Traveller's Choice™ Awards for Airlines 2017.

Wednesday 13th September 2017

TM recognises top achievers



TRAVELMANAGERS' 2017 conference in Darwin went off with a bang, wrapping up the three-day event last week with a gala dinner at Sky City, complete with fireworks.

Set on the lawn between the casino and the beach, attendees danced under the stars at the event and celebrated this year's award winners.

The night began with a stunning performance by TravelManagers' own Merran Wiggins, who belted out the National Anthem to an upstanding audience.

Michael Gazal, executive general manager TravelManagers, hailed the night as "the ultimate event" for the 2017 conference.

"This is really, for me, such a big moment because I really truly believe that we are the best network, the most experienced network but more importantly, we actually really do care about each other," he said.

"When the chips are down, you guys are always there to step up and help each other, which is probably, for me, the thing of which I am most proud."

The night started with the dedication award, "recognising 10 years in partnership" and awarded to: Kim Mason, Samantha Cox, Julie Smith, Di Yates, Penny Meallin, Tracy Cosgriff, Lauren Compton, Michelle Michael-Pecora, Debra Bean, Jane Fowler and Lyn Tyson.

The big winner on the night was Simon Tinkler, who first bagged the award for Most Improved PTM Qld 2017, followed by Most Improved PTM National, Top Personal Travel Manager Qld 2017, Personal Travel Manager Top 10 2017 and Personal Travel Manager of the Year 2017.

Tinkler is pictured (centre) with ceo Joe Araullo and Queensland business partnership manager Karen Dowling.

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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.



users find information and

Berjaya Hotels & Resorts will provide complimentary use of a smartphone in all rooms of its 14 properties. Dubbed Handy, the phone will allow users to take advantage of unlimited data and free local and international calls. There are also apps to help attractions at their destination.



Balinese and organic food

One of Bali's newest resorts, **Hotel Indigo Bali Seminyak Beach**, has opened Destination Cafes & Bars on the property. Drawing inspiration from the flavours, culture and character of its surrounding local area, the new venue features a selection of offerings, plus a speciality coffee cafe.



percentage of the revenue

Cambodia's Botum Sakor National Park has introduced **Cardamom Tented Camp** for travellers looking to experience nature. There are nine furnished tents, each with a private bathroom. The camp is situated around 18,000 hectares of national park. A percentage of the revenue goes to the Wildlife Alliance.

United to push Texas hub

UNITED Airlines will focus on the connectivity offered by its key Houston hub as it promotes the launch of direct daily services to the Texan city from Sydney.

From 20 Jan, the carrier will offer non-stop flights aboard Boeing 787-9 *Dreamliner* aircraft (**TD** Fri), adding to its existing Sydney-Los Angeles, Sydney-San Francisco and Melbourne-Los Angeles daily routes, also operated by 787s.

In Australia to discuss the route with industry partners, United's managing director of Japan and Asia Pacific sales Alison Espley told **TD** the carrier would promote both Houston as a destination and the easier connections offered through its George Bush Int'l Airport (IAH).

"The hub concept is very much a core strength of United - we have our North America hubs geographically positioned to cross the US and Houston is one of those," Espley said.

The SYD-IAH services would cut UA's flight times to Texas by more than three hours and would allow faster and easier connections to east coast destinations such as New York and Boston, Espley said.

"There are also places like Memphis and Atlanta, which you used to have to do in two stops from the west coast, and now we'll be able to do with one stop and get there literally by lunchtime," she said.

Agent famils and sales missions would be held in the Aust market to support the launch, she said.



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IN MAY 2014

Lisa Pagotto sold her house to fund the set-up of her dream business Crooked Compass, a boutique tour operator focusing on adventure and experiential travel.

Twelve months on, following encouragement from her father, she filed an application to register her interest on Channel Ten's *Shark Tank Australia*.

"The process was terrifying and gruelling and has taken almost 20 months to get to tonight's show going to air", she told *Travel Daily* ahead of last night's episode.

Despite not having secured the \$70,000 investment for 15% of her company with any of the Sharks, Lisa said that her business had more than doubled in size since the episode was filmed a year ago as a result of hard work and persistence.

She also had some support from a couple of Sharks who expressed ongoing interest in Crooked Compass following her pitch.

As of yesterday, Crooked Compass is the first international product partner to have its tours featured and available for booking on RedBalloon.

"Sometimes an entrepreneur comes into Shark Tank who skillfully weaves you into their 'spell' with their ability to tell a story, and for me Lisa did just that", said RedBalloon founding director & 'Shark' Naomi Simson.

"Her passion, curiosity and persistence were infectious... I could not help but put up my hand to offer assistance."

On the back of Simson's keynote presentation at the TravelManagers conference in Darwin last week, Pagotto and Simson have also partnered to launch an exclusive incentive to Personal TravelManagers where



the lucky winner receives free enrolment into Simson's Build a Brand online course, plus a lunch with both Pagotto and herself.

"I want to work with agents and like-minded businesses who have a point of difference & who care about what their customer wants, not what to be told to sell for a higher commission," said Pagotto.

Fellow 'Shark', Steve Baxter has thrown his time and support behind Pagotto, providing a financial strategy for the longevity of Crooked Compass.

Baxter also helped to forge ties with other *Shark Tank* businesses Travelshoot and Scrubba wash bag, as well as introduced her to Anaconda procurement.

She said she was "thrilled at the outcome" that enabled her to retain full equity of the business.

"I'm grateful for the doors and opportunities that have opened, with more major announcements to be revealed soon.

"I was forced to learn so much more about my own business during this process and highly recommend it to other businesses considering the challenge...but, you do need to be thick-skinned," Pagotto added.

Crooked Compass' website and social media pages went into meltdown during last night's viewing due to the high volume of traffic to the sites.

Pagotto is pictured with husband Mick last night, who she says has been her biggest supporter.

Intrepid orphanage

INTREPID Group has announced a new partnership with child protection charity Forget Me Not.

The organisation works in Nepal to free orphans who are being mistreated and abused.

Forget Me Not also educates communities and parents about the dangers of child trafficking.

The announcement comes after Intrepid removed all visits to Orphanages in Nepal in 2015.

Intrepid Group ceo James Thornton said Intrepid would use the partnership to campaign to the Australian Government to declare visits to overseas orphanages as illegal.

The company also made a \$90,000 donation to the charity through The Intrepid Foundation.

Cheapflights awards

CHEAPFLIGHTS has revealed the shortlisted nominees for its inaugural Cheapflights Awards.

The 18 categories include awards for airports and airlines, travel destinations, experiences and travel media.

Voting for the awards is open until 09 Oct, with everyone who votes also having the chance to win a holiday to California valued at \$7,000.

[CLICK HERE](#) to vote.

Citroen pre-rego

WORLD Drive Holidays is inviting clients and travel agents to register for its 2018 Citroen EuroPass earlybird deals.

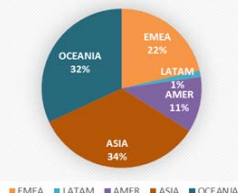
The first specials are expected to be released in Oct.

[CLICK HERE](#) to pre-register for the earlybird offer.

Hot Destinations

THE TAAP TOP TEN
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Expedia TAAP Destinations AUG 2017



Build your own sensational Packages through Expedia TAAP.

Expedia TAAP continues strong trading through August with a huge 976 different destinations booked through Expedia TAAP agents. The top ten destinations booked were Sydney, Melbourne, Brisbane, Singapore, Gold Coast, Hong Kong, Perth, London, Bali and Los Angeles. Adelaide, Cairns, and Oahu were just outside the top 10.

Los Angeles, Madrid and Osaka were three stand out markets for YOY growth and Italy and Singapore continue to show strong growth.

Regionally the markets were fairly steady Month over Month with EMEA steady at 22% market share. OCEANIA down 1% to 32%, USA steady at 11% while Asia was strong, up 1% to 34% of the destination mix.

Package Rate performance continues to grow as more TAAP agents find great rates to combine with the fabulous airfares in the market. USA is Hot, hot, hot.

Some of the out of the way destinations last month included Monteregie, QC, CAN, Ninh Binh, Vietnam, Chalkidiki, Greece and Wytheville - VA.

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Small enough to care.

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Wednesday 13th September 2017

Globus crowns P2R millionaire



HUNTER Valley agent Debbie Haley is the travel industry's newest "millionaire" after scoring top prize in a two-month incentive promotion run by the Global family of brands.

Haley, from Andy's World Travel in Maitland, won a million Passport to Rewards (P2R) points in a "Who Wants to be a Millionaire" competition offered across NSW and the ACT.

To be involved, agents had to book and deposit a minimum of 10 passengers during the incentive period to go into the draw for the prize.

Passport to Rewards allows agents to gather points from their Globus bookings to spend on catalogue items or gift vouchers.

Pictured are Walter Nand, Avalon Waterways business development manager NSW/ACT, and Debbie Haley, receiving her million-point cheque.

Women in travel call

WOMEN in the travel industry are being encouraged to join a national movement aimed at raising their voices in business.

The Outspoken Women campaign will be launched in Adelaide on 26 Sep by journalist Tracey Spicer and communications experts Louise Pascale and Liza-Jayne Loch.

An Outspoken Woman master class costs \$650 - **CLICK HERE** for full details and tickets.

Floriade in bloom

THE Floriade flower festival will celebrate its 30th year when it kicks off in Canberra this weekend.

From Fri night until 15 Oct, the southern hemisphere's largest floral show will display more than a million blooms.

Hours this year have been extended, from 10am to 7pm.



AFTA update

From AFTA's chief executive, Jayson Westbury



IN THE wake of the Reed Holidays collapse, and as more details are released in relation to the situation and amount of money owed by the directors, more and more questions will now be asked. It appears AFTA was only presented with part of the business operations and there does appear to be a complex web of company involvement and ownership upon which AFTA had no knowledge. This is not an excuse of this company having been an ATAS accredited business, but it does make us feel more confident that our criteria, procedures and systems are working, we can only rely on the information provided to us.

No doubt this will all come to the surface as the liquidators unravel the mess that has been left behind and work out what if anything can be done to support those who have lost their money. AFTA continues to maintain an interest in this matter as the circumstances unfold.

Curiously, this week the Federal Minister for Revenue and Financial Services, Kelly O'Dwyer, announced

a new package to address what is known as "Phoenixing". This illegal activity costs the economy up to \$3.2 billion per year (not just travel, clearly) and persons found guilty of this in the future will be facing tougher penalties as a result of the new package. Phoenixing – the stripping and transfer of assets from one company to another by individuals or entities to avoid paying liabilities – has been a problem for successive governments over many decades. In fact, it would also appear to be something that in the past may have resulted in travel agents collapsing. I make no direct reference to this or suggest that this may be the case in the Reed Holidays matter, but it is an interesting consideration nevertheless. The new package will include the introduction of a Director Identification Number (DIN) and a range of other measures to both deter and penalise phoenix activity. The new DIN will operate in an interface within government agencies which will allow regulators to map the relationships between individuals and entities and individuals and other people. In addition to this new DIN, a range of other measures to deter and disrupt the core behaviours of phoenix operators will be implemented. These will include:

- Specific phoenixing offences to better enable regulators to take decisive action against those who engage in this illegal activity;
- The establishment of a dedicated phoenix hotline to provide the public with a single point of contact for reporting illegal phoenix activity;
- The extension of the penalties that apply to those who promote tax avoidance schemes to capture advisers who assist phoenix operators;
- Stronger powers for the ATO to recover a security deposit from suspected phoenix operators, which can be used to cover outstanding tax liabilities, should they arise;
- Preventing directors from backdating their resignations to avoid personal liability or from resigning and leaving a company with no directors;
- Prohibiting related entities to the phoenix operator from appointing a liquidator.

So, what this all means is for those people who might consider using a travel business to undertake phoenixing activities, the Federal Government will now be in a better place to bring them to justice and hopefully the penalties will further deter anyone from thinking this sort of behaviour is ok.

History has shown that failed travel businesses in the past may have been involved in these sorts of activities. A further strengthening of the laws in Australia will deter - and let's hope stop - anyone thinking of doing this within the travel industry in the future.

‘Phoenixing has been a problem for successive governments over many decades. In fact, it would also appear to be something that in the past may have resulted in travel agents collapsing.’

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Excite Holidays' taste of Thailand

EXCITE Holidays and the Tourism Authority of Thailand recently held two exclusive agent dinner events in Sydney and Perth to celebrate their Create your Thailand campaign, which wrapped up last week.

Two groups of 25 top-selling agents cooked up a storm and were shown a variety of Thai cooking tricks, while at the same time hearing all about the incredible destination that is Thailand. In Sydney, the agents descended upon VIVE Cooking School in Rosebery and learnt how to make pandan pannacotta and authentic pad Thai from scratch, before sitting down to enjoy the meals they had created.

A few days later in Perth, the agents visited the Salt & Company Cooking School and were shown how to make a delicious banana prawn & Thai basil Penang curry with a homemade paste, as well as kai yang (lemongrass grilled chicken), a papaya salad and sweet sticky rice with mango.

Sherly Handjojo from the Tourism Authority of Thailand attended both events and made a short presentation about the exciting travel opportunities on offer in Thailand. The agents also wore custom aprons that they were able to take home with them, along with the recipes and an Excite Holidays tote bag that was filled with a few travel essentials.

The events were a big success, and Excite Holidays is thankful to the Tourism Authority of Thailand and all of the agents involved who made the night one to remember.



KAT Green, Capricorn Travel; **Sherly** Handjojo, Tourism Authority of Thailand; **Roseanna** Chester, Tertiary Travel; and **Meaghan** Maynard, Excite Holidays.



EXCITE Holidays and the top-selling agents with their spectacular Thai spread.



SHERLY Handjojo, Tourism Authority of Thailand, with **Melanie** Grigoratos of Bridge The World and **Dave** Ahlhauser from iTalkTravel Midland.



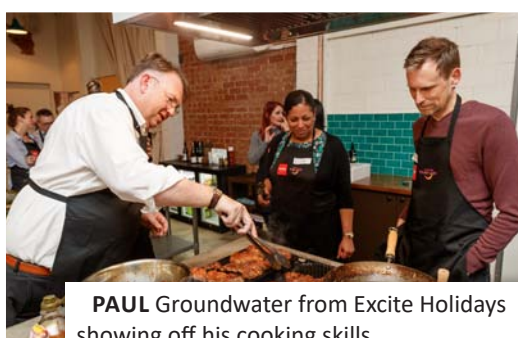
SYDNEY agents learning the art of pad Thai.



A DELICIOUS Thai feast.



CHEF Julian in the kitchen with some of the agents.



PAUL Groundwater from Excite Holidays showing off his cooking skills.



INDULGING in a Thai banquet in Perth.

Wednesday 13th September 2017

Cook Islands, Air NZ agent event



AGENTS from around NSW gathered at Air New Zealand's rooftop venue in Sydney earlier this month for an intimate Cook Islands event hosted by both Air NZ and Cook Islands Tourism.

Complete with Cook Islands' traditional fare, themed coconut cocktails, dance performances (pictured **inset**) and much more, attendees experiences the islands through their senses.

Air New Zealand's state manager NSW/ACT Ryan Montgomery and Cook Islands Tourism ceo Halatua Fua also gave a few words expressing how key the trade industry is to Air NZ's direct route from Sydney to Rarotonga, a key driver of visitation to the Cook Islands.

Members of the Air New Zealand management team with Cook Islands Tourism's ceo are **pictured** - from left: Ryan Montgomery, Rachel Menzies, Halatua Fua, Kathryn Robertson and Michael Zorbas.

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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



Sofitel Wellington

SOFITEL Wellington will reopen its doors next month following a temporary closure.

The hotel has been closed since Dec 2016 after a fire broke out in the restaurant, only five months after it first opened in Jul.

Smoke damage meant that many of the hotel rooms had to be renovated.

It is the third Sofitel in NZ.

Florida Keys no go

TRAVELLERS planning on visiting the Florida Keys are being asked to postpone any near-term plans to holiday on the island chain due to severe damage caused by Hurricane Irma.

An exact opening date for all regions is not known, but Key West expects to open by 20 Oct.

The Keys are currently under a dusk-to-dawn curfew.

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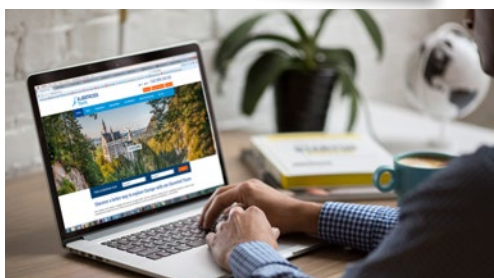
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For more information please call Hannah on
(03) 9988 0616 or click [APPLY](#) now.

Online Travel Consultant

Gold Coast, Weekly Salary Pay, Ref: 1265SZ4

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For more information please call Serena on
(07) 3123 6107 or click [APPLY](#) now.

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For more information please call Serena on
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Do you have the gift of great customer service? If you have proven retail sales experience and can manage complex itineraries then this is the role for you. You will be working towards targets and aiming to earn lucrative quarterly commissions in return for a career within a supportive and friendly environment. You will be highly experienced within the travel industry, have GDS skills and have proven sales results. Long term career progression, a great salary & an amazing team are perks to this role.

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