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Travel Daily

First with the news

Thursday 14th September 2017

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Magellan Signature pact

MAGELLAN Travel Group has announced a partnership with US-based Signature Travel Network, offering its Australian members access to more than 1,000 luxury hotels, resorts, lodges and spas.

The deal connects Magellan with Signature's International Affiliates program which also gives customers exclusive privileges at hotels and taps into a network of nearly 100 destination specialists in 113 countries.

At the group's 2017 conference in Perth this morning, Magellan managing director Andrew McFarlane said Signature's benefits would be offered within the existing member fee.

"This makes Magellan an even

better choice than ever for Australia's leading independent agents," McFarlane said.

"No longer will they need to pay to be part of a buying group, then pay again to participate in an expensive luxury affinity program.

"Magellan will be a one-stop-shop for both," he said.

Signature Travel Network is a member-owned cooperative based in California, with more than 200 member agencies.

It previously said it would target Australia for expansion and last year signed with Magellan member Platinum Travel Corporation (**TD** 23 Jun 16).

Today's deal is understood to have stemmed from the Platinum pact, which has been deemed a "significant success" by execs.

See more on **p2, p3** and **p5**.

Scenic last-chance

SCENIC is offering a last-chance opportunity to secure its 2018 European river cruises with a series of special offers, including a fly free deal on select departures, Business class fares from \$3,995 and early payment discounts.

The offers end 30 Sep - see today's **cover page** for details.

Today's issue of TD

Travel Daily today has seven pages of news and photos, including a front cover page for **Scenic** plus full pages from:

- One&Only Wolgan Valley
- AA Appointments jobs
- Consolidated/SB promo

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MH KKs 787 plan

BOEING has confirmed inking a Memorandum of Understanding with Malaysia Airlines to buy 16 aircraft, consisting of eight 787-9 Dreamliners (**TD** yesterday) by converting eight of its existing order of 737 MAX jets, along with eight extra 737 MAX 8s.

MTG TTV up \$42 million

DESPITE challenges facing the travel industry in the past year such as terrorism in Europe and the UK, as well as deflation in airline prices dropping yield, Magellan Travel Group posted Total Transaction Value of \$925m for FY17, up \$42m on FY16.

Announcing the result at the 2017 annual conference this morning, md Andrew Macfarlane said MTG reported profit of \$8.7 million, down slightly on FY16.

Macfarlane said that costs had increased and this was "owing to planned investments on new resources delivered and deployed on vital areas of the business to support growth."

Magellan was strengthened over the past 12 months with 10 new members and an extra seven outlets joining the group, "giving us a network of 130 agents around the country," he said.

With the addition of these new members, Macfarlane said TTV for FY18 would eclipse the \$1

billion mark for the first time.

MEANWHILE, Magellan Travel Group co-founder Kevin Dale was lauded at the annual conference in Perth this morning, having stepped down from the board.

Founding Gippsland Travel in 1975, Dale had held various chair positions throughout his career including ATAC, and is the current chairman of Cruiseco.

Macfarlane will take Dale's place on the board having purchased the founding units & now having "skin in the game," he declared.

Sydney Zoo nod

THE NSW Government has given developers of a new \$28m zoo in Sydney's western suburbs the green light to proceed.

Sydney Zoo will be located on 16.5 hectares of land within the Western Sydney Parklands, near Blacktown (**TD** 15 Dec 15).

The attraction will feature up to 60 enclosures for about 200 animal species.

Nearby Featherdale Wildlife Park, which has welcomed 11.5m visitors over the past 43 years, was opposed to elements of the project, however it was rebutted by the NSW Government.

"The commission has found that the risk and severity of potential impacts to Featherdale and the socially beneficial programs that it offers do not warrant refusal of the Sydney Zoo project," the NSW Planning Assessment Commission stated earlier this month.

QF expands Osaka

QANTAS' new seasonal Sydney/Osaka service which starts in Dec will be expanded to operate on a year-round basis following a "strong response" from 26 Mar.

The route will operate thrice weekly using two-class Airbus A330 aircraft.

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Today's issue of **TD** is coming to you courtesy of the **Magellan Travel Group**, which is staging its 2017 Conference in Perth

HAVING enjoyed a warm welcome reception last night, delegates are in full business mode with a suite of key note addresses and activities today including the Chairman's welcome by Andrew Jones and managing director's report by Andrew Macfarlane (see **page 2**).

Former Australian deputy Prime Minister Kim Beazley will address the audience on the topic of Trump's America and Australian interests ahead of development and technology workshops taking place.

The day concludes with a dinner at Sandalford Winery in the Swan Valley sponsored by APT.

SYD lauds Emirates

EMIRATES' plan to launch a fourth daily frequency to Sydney from Dubai starting 25 Mar (**TD** yesterday) has been welcomed by Sydney Airport managing director and ceo Kerrie Mather, who referred to DXB as "such an important hub".

"An additional A380 service provides even greater connectivity for our customers, making it easier to travel to Sydney from locations including Europe and North Africa," Mather said.

World Tourism Alliance debut

THE World Tourism Alliance was launched in Chengdu, China this week during the United Nations World Tourism Organisation's 22nd General Assembly, bringing together representatives from 137 countries including Australia.

Initiated by China, the organisation was founded by the chairman of the China National Tourism Administration, Li Jinzao and aims to push the global tourism industry forward and further facilitate cooperation around the globe.

Headquartered in Beijing, the WTA is a "comprehensive, non-government and non-profit international tourism organisation," Jinzao said.

The WTA is comprised of 89 founding members (60% of which are outside China), spanning tourism associations, enterprises, research institutes & other fields.

The alliance will be led during its first term by chairman Duan Qiang, with AFTA's Jayson

Westbury taking the role of vice chairman (**TD** Tue).

Duan said "Following the vision of 'better tourism, better world', and the objective of promoting development and poverty alleviation, the alliance aims to enhance international exchanges and cooperation in the global tourism community".

Speaking about the World Tourism Alliance this week, the Premier of State Council of the People's Republic of China, Li Keqiang, said the Chinese govt was ready to pay close attention to, and greatly support, the growth of the alliance.

Rob Dell to HRG

LONG time Flight Centre corporate sales chief Rob Dell has been appointed as Head of Government and Enterprise Sales at HRG Australia.

Dell had been with Flight Centre since 2003 in a range of senior FCM Travel roles, and recently took over from former CWT md Lisa Akeroyd (**TD** 18 May) as chair of the Association of Travel Management Companies.

New! Industry Rates on
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Inside Cabin from \$7,439* **\$3,701***
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Window Seat

TRAFALGAR'S top sellers were the first to be introduced to a noun the guided holiday specialists coined at its grand soiree in Sydney on Tue night.

During his presentation to 100+ travel agents, Trafalgar ceo Gavin Tollman displayed a slide with a term for clients who shop around, earning laughter from attendees, being 'Ask Hole'.

And it's meaning, "A customer who asks for all your ideas and advice. Then takes your quote and books it online."

Wendy Wu Tours.

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ASIC prying timeshares

AUSTRALIA'S corporate regulator is preparing to tighten consumer protections around the timeshare industry after a string of complaints about the sector's value and sales practices.

The ABC's *7.30 Report* last night aired consumer accusations of misleading conduct and poor investment returns, and said the Australian Securities and Investment Commission was planning to increase regulation of timeshare schemes.

The program focussed on the sales practices of Classic Holidays

C&M bonus boost

C&M Travel Recruitment has increased its referral bonus to \$1,000 for recommendations made by the end of Sep.

The reward is paid when candidates are recruited and stay in a role for six months.

and the experience of a Sydney couple who were charged a \$21,000 membership fee.

They had been approached at a shopping centre and invited to a sales seminar in 2014, yet had not taken a holiday since.

"What people find when they arrive at these seminars is that they are subject to very high pressure sales tactics and they feel a lot of pressure to sign up to what is essentially a very poor value product," Katherine Temple of the Consumer Action Law Centre told the *7.30 Report*.

The program also spoke to investors in the Ramada Phillip Island Resort who said they had not received any income in the five years since the property was taken over by Wyndham.

Classic Holidays and Wyndham were approached for comment on the program, though had not responded at time of publication.



Manila

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JQ cans TSV/DPS

JETSTAR is dropping its services between Townsville and Denpasar (Bali) from 22 Mar (**TD Mon**).

"We are disappointed to be pulling off this route, but we can't continue to subsidise unprofitable parts of our network," said JQ's ceo for Aust & NZ Dean Salter.

"We have operated the route for two years and have worked with the airport but we cannot see a path to making it sustainable," he said.

Affected pax will be offered refunds, alternatives & vouchers.

WWT on the road

WENDY Wu Tours will hold a series of travel agent events across the country next month to showcase new tours and offers.

Events will be held 10-19 Oct in Sydney, Brisbane, Perth, Melbourne, Hobart, Adelaide and Canberra - for details and registrations, **CLICK HERE**.

OTG boosts Europe

ON THE Go Tours has added Italy, Spain and Portugal to its Europe portfolio, with several new touring itineraries.

Each tour has an emphasis on local cuisines and cultures and offers "immersive activities and overnight stays in unique, charming hotels".

The new seven-day Italian Expresso visits Venice, Lake Como, Milan, Pisa and Florence, priced from \$3,295 per person.

A 10-day Renaissance & Riviera travels from Venice to Rome via Verona, Lake Como, Milan, Pisa, Florence and Siena, which leads in at \$4,495 per person.

An eight-day Barcelona to Madrid travels through northern Spain to Pamplona, San Sebastian and Salamanca, priced from \$4,495 per person.

Other options include an eight-day Madrid to Lisbon from \$4,495pp and a 15-day Spain and Portugal Explorer from \$8,895pp.

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Thursday 14th September 2017

Travel Daily on location in Nantucket, USA

Today's issue of **TD** is coming to you from Nantucket courtesy of **Discover New England and Avis**.

NANTUCKET is located about 50km off the coast of Massachusetts, easily accessible in a one hour trip by a high speed Steamship Authority Ferry.

The island, which boasts some of the most expensive real estate in the USA, is a holiday haven for the rich and famous but also offers a wide range of affordable accommodation such as the Nantucket Inn, an ideal base for exploring via bike, moped or 4WD.

Tourism is the major industry here these days, but Nantucket has a rich heritage of whaling, and all of the restaurants, hotels and shops evoke a maritime theme - check it out on Instagram @etravelbulletin

In-depth US tours

USA specialist Grand American Adventures has launched seven new In-depth tours of North America, each focussing on areas of natural beauty.

The week-long tours offer upmarket accommodation such as boutique lodges and ranches, as well as "under the stars" experiences in yurts and cabins.

Tour prices range from \$2,889pp to \$4,959pp and feature destinations including Alaska, Olympic National Park and Vancouver Island, the US Canyon Country and Yosemite.

CX axes Dusseldorf

CATHAY Pacific will drop its services from Hong Kong to the German city of Dusseldorf from next year, with GDS showing reservations are closed for flights after 25 Mar.

The route launched in Sep 2015 with four weekly flights on Airbus A350-900XWB aircraft.

Magellan welcomes new members



MAGELLAN'S board yesterday gave an official welcome to 10 new members at a cocktail reception ahead of the group's 2017 conference in Perth.

Having joined over the past year, the new members have come at a time of significant growth at Magellan.

Managing director Andrew Macfarlane said, "there are great things ahead for these members with Magellan, a niche, \$1 billion group of 130 of the best agencies in the land".

After yesterday's welcome reception, members and suppliers today converged at the Crystal Club room of Crown Towers Perth for the official conference opening which was sponsored by

Qantas Holidays and Tourism WA.

The 15th floor venue overlooks Perth's city skyline and provided a stunning backdrop as the sun set and attendees mingled.

CLICK HERE for a selection of photos from the night.

Earlier in the day, delegates played a round of golf courtesy of Royal Caribbean Cruise Lines, while others joined a walking and eating tour of Perth offered by Hyatt Hotels & Resorts.

The conference runs until tomorrow with a mix of sessions, networking and entertainment.

Pictured are members of Magellan's board: Carl Buerckner, Penny Spencer, Andrew Macfarlane, Trevor Jones and Andrew Jones.



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London	from AUD	1,200	5,660
Rome	from AUD	1,120	5,405
Prague	from AUD	1,120	5,380
Dublin	from AUD	1,100	5,365



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GOING PLACES TOGETHER

* Book until 19 September 2017. Fares quoted above are for departures from Perth. Economy Class fares are for travel between 15 September - 30 November 2017 or 13 January - 31 March 2018. Business Class fares are for travel between 15 September 2017 - 31 May 2018. All travel must be completed by 31 May 2018. Other sale fares are available from Sydney, Melbourne, Adelaide, and Canberra (flights start 13 February 2018). Fares may vary due to currency fluctuations. Seasonal surcharges, weekend surcharges, and blackout periods may apply. For all other terms and conditions please review at time of booking.

Agents explore Viviers with Viking



VIKING Cruises recently hosted 17 travel agents from Australia and New Zealand on board *Viking Heimdal* and *Viking Delling* to experience the popular eight-day

Lyon & Provence itinerary.

The agents sampled some of the beautiful scenery and sites between Avignon and Lyon throughout Aug.

During the familiarisation, the two different groups enjoyed excursions to historical Roman landmarks of the Arles amphitheatre and the Pont du Gard aqueduct.

The agents tapped into their inner van Gogh at an Arles painting class and Avignon's Palace of the Popes.

Back on board their Viking ship, they experienced its Culture Curriculum program.

Pictured in Viviers in Southern France: Andrew, Michelle, Rita, Debbie, Libby and Mindi.

Lat 33 Elite safari

LATITUDE 33 has released a land-only luxurious African safari itinerary for 2018.

Departing 07 Apr, the 13-night African adventure includes a stay at the only six-star hotel in Africa, the One&Only Cape Town.

The package also includes flights to Africa, trips to Johannesburg and Victoria Falls, guided safaris, transfers and more.

Prices start from \$16,755ppts - call 1300 636 848 to book.



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.



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.

Wendy Wu Tours has named **Maral Karboushian** as State Manager for NSW. Karboushian was previously State Sales Manager WA/NT for Excite holidays.

Anthony Hayes has jumped ship from Fantasea Cruising to **SeaLink Travel Group** as the firm's Chief Operating Officer. Hayes will work to enhance synergies and build closer relationships with the trade.

Amiana on the Bay will welcome **Alexander Voegl** as the property's General Manager. Austrian-born Voegl brings 20 years of experience to the role and recently worked at L'Alyana Ninh Van Bay in Vietnam.

NSW Premier **Gladys Berejiklian** has been named as Patron of **Business Events Sydney's** Ambassador Program. In her role, Berejiklian will support the efforts of Ambassadors in the program.

Avani Hotels & Resorts has appointed **Alejandro Bernabe** as Vice President Operations of Avani Hotels & Resorts. Bernabe joined the company in Jan.

Jason Westbury will be the Vice Chairman of the **World Tourism Alliance**. In his role with the new non-government organisation, Westbury will work to foster commercial exchange for all involved in the travel & tourism industry around the world.

Olympics confirmed

THE International Olympics Committee (IOC) has confirmed Paris and Los Angeles as the host cities for the 2024 and 2028 Summer Olympic Games.

Announced overnight in Lima, Peru, the historic move to award two Olympic Games at the same time aims to secure the events future after concerns of how expensive it is to host the event.

In 2024, it will be a 100 years since Paris (and France) last hosted the Summer Olympics.

Los Angeles previously hosted the games in 1984.

Both destinations will join London as cities to have hosted the Olympics three or more times.

AC ups Ireland

CANADIAN flag carrier Air Canada has expanded seasonal services to Ireland with new non-stop flights from Toronto to Shannon and between Montreal and Dublin.

The flights will be operated with the carrier's new narrow-body Boeing 737 MAX 8 aircraft.

Both routes will commence service in Jun 2018 and will have a two-class configuration.

Air Canada will also transfer its existing Toronto Pearson to Dublin service from Air Canada Rouge to Air Canada mainline, effective 29 Oct.

The route will then operate daily during the summer period.



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- Excellent telephone and customer service skills
- Galileo with published and wholesale fares experience
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- Salary based on experience

Please email applications including resume to Natalia Machado at nataliam@canada-alaska.com.au

Thursday 14th September 2017

Air Vanuatu dressed up for FC



AIR Vanuatu recently took 67 Flight Centre professionals to the "Land of Smiles" for its 'Western Wonder' region team leader conference.

Highlights from the trip included an afternoon of activities with Vanuatu's own Rio Olympic athletes, a progressive gala dinner

AA Havana fury

AMERICAN Airlines is calling on authorities to disqualify JetBlue and Southwest Airlines from gaining any additional US-Havana frequencies after failing to provide recent traffic & load data.

According to an AA counsel, JetBlue did not provide any data required in its submission, while Southwest only submitted information from Feb.

The airline said by both rivals failing to disclose information, it provided an unfair advantage to compliant airlines after additional capacity on the route.

AA lodged an application on 12 Sep for 10 weekly frequencies between Miami and Havana.

This involves a daily service, plus three extra weekend flights.

and workshop sessions.

The national carrier also surprised delegates with t-shirts as a memento for the trip, which were presented to them once they boarded the plane.

Commercial mgr, Australia Paul Forbes said "as the retail group are a strategic partner of Air Vanuatu it was a fantastic opportunity to showcase what Vanuatu has to offer as a holiday destination and encourage Flight Centre agents to keep the destination top of mind when selling the South Pacific."

Some of the delegates are **pictured** donning their new tops aboard NF's Boeing 737.

St Pete's freebie

FLOWER Travel is offering a free St Petersburg extension package to those booking the 2018 Tsars Gold itinerary from Beijing to Moscow or the return in a Bolshoi Platinum cabin or Bolshoi cabin.

The travel period is between May and Sep & packages include an English-speaking guide.

Clients must book by 30 Sep - more at tsargold.com.au.

WA tourist study

TOURISM WA has undertaken research to better understand visitor experiences in the state.

The Visitor Experience and Expectations Research (VEER) 2016-17 reported that 99% of all tourists to WA were satisfied with trips, while Aboriginal tourism in WA was a great interest at 78%.

However only 21% of visitors took part in Aboriginal offerings.

The report also explored whether their trip to Western Australia was value for money, if they would recommend it to a friend and what their motivations and interests in the state where.

Nearly 20% of all tourists to Western Australia rated their holiday as "extremely poor" value for money.

Tourism WA surveyed 400 interstate and int'l visitors as part of the research, who stayed more than two nights.

The report can be viewed - [HERE](#).

Irma bypasses thl

TOURISM Holidays Limited (thl) has advised that there was no impact to its customers, team, RVs or sites in Florida in the wake of Hurricane Irma.

In a statement to the NZX, chairman Rob Campbell said there had been no negative impact from Irma due to it being the shoulder season and their property occurring minor damage.

"We are working with a few businesses to establish whether we can assist with temporary accommodation," he said.

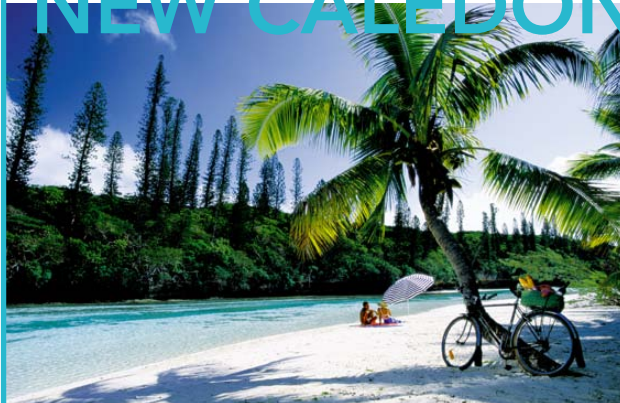
QR adds Cardiff

QATAR Airways will fly to Cardiff in Wales from Doha from 01 May.

The new daily service will operate with a Boeing 787 *Dreamliner*, which has 22 Business and 232 Economy class seats.

Cardiff will be Qatar Airways' fifth destination in the UK.

WIN A TRIP TO NEW CALEDONIA



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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*Offer valid for travel between 1 October - 30 November 2017. Rate listed is mid-week (Sunday to Thursday inclusive). Friday and Saturday rate is \$675 per person per evening twin share. Minimum two-night stay and other terms and conditions apply.

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MELBOURNE-\$80K OTE ++

Fancy yourself a hunter? Know the secrets of closing a deal and having a client sign on the dotted line? This leading corporate travel management sales team are looking for an experienced business development manager to join them. Focusing on the SME market you'll be able to successfully identify new client opportunities, build a profitable pipeline and win new business. Superb \$\$, career progression and more is on offer for the right person.

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Our clients are searching for experienced industry BDMS who are passionate about increasing sales with the ability to source and secure new business. You will have a real drive, passion and understanding of the travel industry, along with the ability to establish relationships and conduct presentations to secure wins for the business. There are a number of roles and companies to choose from across NSW & VIC, call today to find out more.

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WIN an Iphone for achieving the highest sales between
06 September - 03 October 2017.

Plus vouchers to be won!

\$30 Voucher for every return Economy class ticket issued

\$50 Voucher for every return Business class ticket issued

Fly direct to Noumea 12 times a week from Australia.

MEL - NOU	3 direct flights per week
SYD - NOU	6 direct flights per week
BNE - NOU	3 direct flights per week

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CONDITIONS: Valid for tickets issued by Consolidated Travel or via Quikticket between 06 September - 03 October 2017 on SB International itineraries ex Australia plated on SB (063) ticket stock on the Consolidated Travel IATA only. Domestic & Trans-Tasman, Child, Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. The prizes are open to all full time international selling agents only. Consolidated Travel & Aircalin reserve the right to alter or cancel the promotion any time. Vouchers are capped and all claims must be emailed to promotions@consolidatedtravel.com.au by COB 10 October 2017. It is a condition of accepting the prize that: the prize winning agency accepts any conditions of use of the various components of the prize. Prizes must be taken as stated and no compensation will be payable if a winning agency is unable to use a prize as stated. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT liability, this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe benefits the recipient receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. All prizes include GST where applicable and taxes are included in the price of the ticket and land content. Consolidated Travel Group ABN 60 004 692 791. Date of issue 04 September 2017.

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