

# Travel Daily

First with the news

Thursday 21st September 2017

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## VA redundancies revealed

**THE** revolving door of senior executives departing Virgin Australia over the last 12 months has seen the carrier make more than \$3.2 million in redundancy payments.

Details were revealed in the Virgin Australia annual report late yesterday afternoon, along with confirmation that ceo John Borghetti's total pay package was worth just over \$6.5 million.

Several of the departures were the result of the appointment of John Thomas as the airline's group executive.

Although Thomas only formally commenced employment on 30 Sep 2016, the creation of the group executive role saw the airline's chief operating officer, Gary Hammes; chief commercial officer Judith Crompton; and chief customer officer Mark Hassell all reporting to him, rather than to ceo John Borghetti (TD 24 Jun 16).

According to the VA annual report Hammes ceased employment on 01 Sep 2016 with a \$629,000 "termination benefit".

Hassell stepped down two weeks later on 15 Sep 2016 and

received a \$615,000 termination payment, while Crompton stayed for some months after resigning (TD 18 Jul 2016), eventually ceasing employment in Nov last year with a \$450,000 payout.

The senior termination payouts at VA also included former group executive business services Lawrie Turner who ceased as an employee on 01 Jul with a \$569,000 payment.

Ironically, John Thomas, who was seen as a potential successor to Borghetti, himself abruptly departed at the end of Jun (TD 29 Jun) with a \$990,000 termination benefit which took his total income for nine months with VA to \$2.089 million.

Borghetti's package included \$1.93m in base salary, a \$1.8m short term incentive and \$2.2m in cash-settled long term incentives.

### Today's issue of TD

*Travel Daily* today has nine pages of news, including a photo page for **1000 Mile** plus full pages from:

- American Queen Steamboat
- AA Appointments jobs

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## TD Critter chat

**TODAY'S** issue of *Travel Daily* features an exclusive interview with Critter Fuqua from the Old Crow Medicine Show string band - see **page seven** for details.

This week in **TD** there is also a chance to win tickets to see the band while in Australia - see **pg 6**.



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## ABS shift to arrivals data

**THE** Australian Bureau of Statistics (ABS) has provided a detailed explanation of the changes made to its tourism data after the demise of the Outgoing Passenger Card (OPC) in Jul.

Having last week released the first arrivals figures for this financial year, the ABS has provided information on

revisions going back 10 years to accommodate new methodology and processing systems.

The key changes stem from the loss of OPC data for outbound Australian travellers, which will be replaced by details from the Incoming Passenger Card (IPC).

As a result, the ABS will no longer gather details on the country of disembarkation nor the main country of stay for outbound Australians, though it will instead draw similar information from the IPC.

It has also stopped recording permanent Australian departures and main reason for departure.

The ABS has confirmed there will be a break in series for a range of statistics, but says the impact should be minimal.

Future changes mooted for the IPC are not expected to result in any further loss of data.

For a full explanation of the changes, **CLICK HERE**.

## Steamboat sailing

**AMERICAN** Queen Steamboat Company is promoting an eight-night American Music Cruises sailing round-trip from Nashville on 11 Nov 2018 priced from US\$2,978ppts which includes hop on, hop off shore excursions and a pre-night hotel stay - see **pg 10**.

## New LATAM boss

**LATAM** Airlines Group has named Valeria Alvano as its Sydney-based regional gm Oceania following the departure of the carrier's former Asia-Pacific md of six years, Patricio Aylwin.

Alvano will be tasked with consolidating LATAM's presence in the Oceania region, a market it continues to develop and grow.

Most recently she was LATAM's senior director of strategic partnerships, based in Santiago.

More appointments on **page 9**.

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## Travel Daily on location in New Hampshire, USA

Today's issue of **TD** is coming from New Hampshire, courtesy Discover New England and Avis.

**AMERICA'S** highway system crisscrosses the country, making a self-driving holiday easy.

Rental cars are inexpensive and most vehicles come equipped with GPS so navigation is simple.

Our US sojourn today sees us cruise north in New Hampshire to the White Mountains, with gorgeous landscapes including the Flume Gorge, a geological marvel in picturesque forest complete with two of New England's iconic covered bridges.

We also visited Cannon Mountain Aerial Tramway, whisked to the top for a stunning vista - and evoked ambitions to return in winter for a ski holiday at the Cannon Mountain Resort.

## NF board sacked

**VANUATU'S** Prime Minister Charlot Salawi has reportedly fired Air Vanuatu's entire board of directors.

Local media said the board of six, consisting of John Lum, Maki Simelum, James Bule, Henry Saurei and Jacques Nauka, were removed late last month by the government, with no reason supplied for their terminations.

## CA, TEQ get tighter

**AIR** China intends to expand its cooperation with Tourism & Events Queensland ahead of the launch of its new Beijing-Brisbane flights (**TD** Mon).

"Air China and the agency plan to work together to tap each other's market potential and formulate effective marketing strategies to bring a wealth of relevant travel products and discounts to tourists in both countries," the carrier said in a statement released yesterday.

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## Aspen famil opp

**AGENTS** have a chance to win one of seven spots on a famil to Aspen as part of an incentive run by Skimax in partnership with American Airlines.

The seven-night educational will run 15-21 Jan and includes return AA flights, four-star accom in Aspen and Snowmass, lift passes and rental equipment, most meals and airport transfers.

To be in the running, agents need to book the land component of a ski holiday with Skimax and American Airlines flights that include flight AA72 from Sydney to Los Angeles by 15 Oct - **CLICK HERE** for more.

## VA gets away first

**VIRGIN** Australia operated the highest level of domestic on time flight departures during Aug at 85.5%, followed by Qantas at 85.1%, Jetstar (78.2%) & Tigerair (75.8%), according to the on time performance report out today.



## Window Seat

**PIRATES** took over the New Zealand city of New Plymouth over the weekend, a few days ahead of International Talk Like a Pirate Day on Tue.

More than 100 swashbucklers took to the streets for a pub crawl, invading 10 destinations in the city centre, according to a *Stuff.co* report.

It's not just crazy Kiwis getting involved, with Fantasea Cruising this week decking out a fleet of water taxis and vessels with crew dressed like pirates.

"Ahoy me hearties! The Fantasea Cruising crew will use any excuse to have some fun whilst delivering our signature Sydney Harbour cruising experiences," said Fantasea Cruising acting chief executive officer Wendy Harch.

Celebrity **X** Cruises

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TERMS AND CONDITIONS APPLY



Thursday 21st September 2017

## QF Dreamliner exits paint shop



**THE** 615th Boeing Dreamliner and first Qantas 787-9 has rolled out of the aircraft manufacturer's paint shop overnight donning Qantas' updated livery (pictured).

Taking four days, the jet had over 250 litres of paint applied, including the new Flying Kangaroo colours.

Over the next few days, further tests will be conducted on the 787-9's aircraft engines, electrical systems & other components before it takes to the skies for Boeing flight certifications.

QF pilots will have a chance to get behind the controls shortly before taking delivery in Oct.

## Albatross guarantee

**ALL** Christmas, New Year and Winter Wonderland itineraries in Albatross Tours' Festive Touring program for 2017/18 have been locked in to depart, providing agents with assurance to sell.

Select tours still have limited availability.

"If you book on any of our tours this festive season, Albatross Tours guarantee that regardless of numbers it will depart," said Albatross Tours managing director Euan Landsborough, adding "that is our continued commitment to our travel partners".

# 1% visitor dip to Hawaii

**AUSTRALIA & New Zealand** retained their position as the third largest market for visitors to Hawaii outside of USA and behind Canada and Japan last year.

Close to 400,000 travellers from the Oceania region visited Hawaii between Jan to Dec, a 1% drop in numbers compared to the same period the previous year.

Speaking at the opening of the 2017 Global Tourism Summit in Honolulu yesterday, Hawaii Tourism Oceania country heads Kerri Anderson (Australia) and Darragh Walshe (NZ) attributed the drop to fewer flights into Honolulu after low-cost carrier Jetstar pulled out of the Brisbane market earlier in the year.

A drop in the exchange rate in early 2017 and uncertainty among some Australians and Kiwis also contributed to lower visitor numbers.

HTO is hopeful visitor number will increase over the year, with Air New Zealand commencing daily services between Auckland and Honolulu from Mar, and Hawaiian Airlines upgauging frequencies to five flights per week (**TD Mon**).

"This will give us over 75,000 new seats in market...so look out", quipped Walshe.

A fresh marketing plan focusing on five key strategies will be rolled out in 2018 to support growth in Oceania visitors to Hawaii (see **page seven**).

Walshe said that currently one in seven international visitors to the Hawaiian Islands is from Australia/NZ.

Peak travel months include May, June, Sep and Oct, "meaning our market is ideal for supporting Hawaii's shoulder season".

Travel agents continue to play an important role when it comes to Hawaii with 65% of Oceania travellers choosing to book their holiday with an agent.

## Capital Exp anniv

**SINGAPORE** Airlines regional vp Tan Tiow Kor says the airline is "very humbled" by how residents of Canberra have embraced its Singapore-Canberra-Wellington service which celebrated its anniversary this week.

"Over the next 12 months we will continue to work closely with key stakeholders in the region to promote Canberra as an exciting destination," Tan said.

SQ's top outbound destinations from CBR were Bangkok, Delhi, Hanoi, Hong Kong and London.

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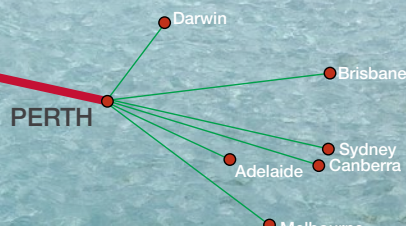
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## Travel Daily on location in Hawaii

Today's issue of **TD** is coming to you courtesy of **Hawaii Tourism Authority & Hawaiian Airlines**.

**DAY 2** of the second annual Global Tourism Summit proceeds today, kicking off with a keynote presentation by ESPN sportscaster Neil Everett who will speak about the topic 'Paying Aloha Forward – How Hawaii Saved My Life'.

This is followed by a full day of workshops, panel discussions, networking and business meetings with local suppliers.

This evening delegates will gather at the Rooftop Garden of the Hawai'i Convention Center for an Aloha Reception.

More coverage on **pages 4 & 7**.

## AKL fuel drags on

**AUCKLAND** Airport will continue to ration fuel until at least next Thu 28 Sep, after a fuel pipeline was damaged (**TD** Tue).

AKL will also allow more flights to fly in restricted airspace to save 2,000 litres of jet fuel a day.

So far over a 120 flights have been cancelled, with 9,000 pax affected by the ordeal.

**MEANWHILE**, Qantas sent a Boeing 747-400 and an Airbus A330 on a rescue mission named "fuel mules" to Auckland, carrying much needed jet fuel.

The 747 carried zero pax and 65,000kg of jet fuel, which was siphoned to stranded QF and Jetstar aircraft in Auckland.

A QF spokesperson told **TD** the fuel was transferred by connecting a hose to both aircraft.

QF has moved all flights out of SYD to AKL to A330s to reduce the need to refuel in AKL.

## Tempo escorts agents to India



**TEMPO** Holidays recently escorted an agent famil to India to experience the diversity and cultural wonders of the country.

The group started their trip in Delhi before visiting the Taj Mahal and a sightseeing tour of Agra.

There was also time to experience Jaipur, which included an excursion to Amber Fort and Jodhpur, before rapping up the jam-packed trip in Udaipur.

**Pictured:** Breeanna Fuller, Tempo; Fionna Oakley, Flight Centre Eastland; Michelle Deunhouwer, Helloworld Mackay; Jillian Carmody, Leongatha Travel and Cruise; Amy Telford, RAA Travel Adelaide; Gina-Marie, Salas Our Vacation Centre; Linda Osborne-Maguire, RACT Travel Rosny; Louise Kinkead, Flight Centre Kotara; Carla-Ann Marno, MTA; & Chandni Chothani, Tempo.



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### Vacancy at Vietnam Airlines Reservation and Ticketing Team

A vacancy exists for a Reservation and Ticketing Consultant at Vietnam Airlines Sydney CBD Office.

The successful applicant will have great opportunity to work for a fast growing international airline with a supportive team and receive full salary while being given on-the-job training.

#### Your primary responsibilities include:

- General CRS-based activities e.g. reservation, ad-hoc/group booking, ticketing and sales report;
- After-sales tasks including rebook, reroute, re-issue, refund & schedule change;
- Flight inventory monitor including advance booking/TTL checks & dummy booking screening;
- Answer, direct and action on inquiries from our travel agents and private travelers about VN's products, rules & policies by phone, email or over the counter;

#### Minimum requirements for the successful applicant include:

- Completed IATA Fares & Ticketing I & II or equivalent;
- Working knowledge of airline major GDS & CRS with Sabre an advantage;
- Proven customer service and problem solving skills.

Interested applicants with full work right are invited to send their resume by Friday 29th September 2017 to Ms. Thuy Nguyen via [admin.au@vietnamairlines.com](mailto:admin.au@vietnamairlines.com).

Only shortlisted applicants will be contacted for interview.

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## Globus Italy growth

**FIVE** new Italy tours have been unveiled in the release of the 2018 European brochures from the Globus, Cosmos and Monograms brands.

Globus family of brands national marketing manager Chris Fundell said the fresh options ventured to "the must-see areas such as Rome, Florence and Venice, but also go beyond this and experience the sights, sounds and tastes of rural Italy".

Highlights of the new tours include sampling a local pasticciotto and almond coffee in Lecce, a boat cruise in Motya and a night in Cellino San Marco.

The new additions join a line-up of 18 new tours throughout Europe across the brands.

## Fitbit winners

**THE** winners of the latest Salary and Employment Survey undertaken across **Travel Daily**, **Cruise Weekly** and **Business Event News** have been unveiled.

The major prize winners of a Fitbit Fitness Tracker are Elisa Riggio, Wendy Wu Tours and Alexandra Linde, Infinity Holidays.

Winners of the 25 Event Cinema movie ticket and 50 subscriptions to **travelBulletin** have also been contacted and will be receiving their prizes soon.

Well over 1,200 respondents participated in this year's survey, helping to provide a valuable insight into the current state of the industry.

The results will be published in an upcoming edition of **TD**.

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**LUXPERIENCE** put on a dazzling awards night at Doltone House Darling Island earlier this week for 450 attendees from the global luxury travel sector.

The awards recognise the development and promotion of some of the finest products and operators in the industry.

Luxury Travel Advisors, United Kingdom took home the Luxperience 2017 Inspiring Award, while the Meaningful Award was granted to Shinta Mani Hotels, Cambodia, the Connections Award to Local Eyes Sydney, Australia and Destination Award to Beverley Hills Conventions and Visitors Bureau, USA.

Luxperience organisers have also announced dates for next year's event - 16 to 19 Sep 2018 - with the venue to be revealed at a later date.

## Vanuatu earthquake

**VANUATU'S** Erromango island in the Tafea province experienced a 6.4 magnitude earthquake at 7:09am local time this morning.

Vanuatu Tourism Office (VTO) said the earthquake's epicentre was located 85km north-north-west of the provincial capital Isangel on Tanna island and currently no significant damage or injuries have been reported.

VTO will continue to monitor the situation for aftershocks, however currently there is no impact on tourism.

Award winners are pictured with Helen Logas.

Image credit: Camera Creations.

## WIN TICKETS TO SEE OLD CROW MEDICINE SHOW WITH VALERIE JUNE

Thanks to the tourism bodies of Tennessee and Memphis, you can get down to your grass roots with a free double pass to OLD CROW MEDICINE SHOW with VALERIE JUNE. Touring Sep - Oct 2017.

There are two pairs of tickets up for grabs for each concert in Brisbane (28 Sep), Melbourne (01 Oct) and Sydney (03 Oct).

Tennessee is the global destination of choice for an authentic experience rooted in blues, bluegrass, country, gospel, soul, rock'a'billy and rock'n'roll at the crossroads of history and renown scenic beauty.

To enter tell us in 25 words or less your favourite music experiences. Send your entries to [tennessee@traveldaily.com.au](mailto:tennessee@traveldaily.com.au)



Old Crow Medicine Show



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## HTA's top 5 growth strategies



**HAWAII** Tourism Oceania (HTA) Oceania has revealed that it will focus on five key strategies in 2018 to help grow the region's visitor numbers to Hawaii.

"Australia is a very mature market for Hawaii so we have to continually reinvent ourselves as a destination", said HTA country manager Australia Kerri Anderson at the 2017 Global Tourism Summit yesterday.

An increase in consumer branding and PR will include a stronger integrated marketing focus, major campaign pushes, increased social and TV focus and targeted messaging.

"TV continues to be a key decision maker in raising awareness and inspiration to Hawaii and we plan on doing more of this next year," said Anderson.

HTA will continue to work on cooperative initiatives with both travel and non-travel partners, aiming to encourage multi-island travel, increase combined investment into integrated campaigns and drive shoulder season bookings.

"The travel agent is by no means dead in our market and we'll continue to invest time into our trade education strategy, which will also include a new

Hawaii rewards program for agents," Anderson revealed.

Social and online will continue to play an important role in promoting Hawaii with plans to incorporate major digital campaigns and fan growth initiatives, as well as promote 'Hawaii advocates' through user generated content and social listening.

Next year will also see a focus on sports, edu-tourism, romance and luxury as part of HTA's festivals, events and niche markets strategy.

In the meetings, conventions and incentives space, HTA says it will look to customise 'only in Hawaii' experiences for the Oceania market, as well as increase partnerships, sales calls and events and target new businesses including corporates and professional associations.

"Part of our emphasis for the next year is to bring more of Hawaii into Australia, so our market can expect to see more activity around the 'Month of Lei' promotions and Hawaii pop-up stores," said Anderson.

**Pictured** at the Global Tourism Summit yesterday is HTA's Oceania Team: Charis Ricafuente, Darragh Walshe and Kerri Anderson.



## Celebrity Interview with "Critter"



**NASHVILLE** string band Old Crow Medicine Show will soon tour Australia with the help of Tennessee and Memphis tourism bodies, helping to celebrate the US state's rich musical heritage of blues, bluegrass, country, gospel, soul, rock'a'billy and rock'n'roll.

One of the band's vocalists, Critter Fuqua (above, far left), put down his banjo for a catch-up with *Travel Daily*. See **page six** to win tickets.

**What has been your favourite holiday destination?**

I don't really vacation, 'cause I travel so much for work, so my favourite vacation spot is at home on my couch.

**What is one of the most exotic locations the band has toured?**

The Maritime Provinces in Canada are some of my favourite places we've played. Scotland. I love the Southwest of America, and Northwest, Canada. Shoot, I could name a whole bunch.

**What's the one thing you can't leave home without?**

My Kindle.

I'm actually reading a history about the founding of Australia. I like to know what happened in the countries I'm going to, so I'm having a good time reading about y'all's founding.

**What's your most embarrassing travel story?**

It wasn't really embarrassing, but I did get my banjo stolen off of stage in Jacksonville, Florida once. It was returned the next morning to the hotel with a demo in it.

**What do you look for in a hotel?**

I like hotels with a local flair, older hotels. Just old hotels that have got some character and some past to them, a little more than what the Super 8 Motel out on the strip's got, you know?

**Who would you like to sit next to on a plane?**

Maybe Angus Young from AC/DC.

**And who couldn't you stand being seated next to?**

Maybe a current president somewhere in the world.

**What would you like to see on the in-flight menu?**

Maybe if they could get a smoker onto the plane and make some ribs. That'd be great.

**How would you market your home to the outside world?**

Well, take Tennessee, we've got mountains, we've got rivers, we've got forests, we've got the blues, we've got country, we've got old time fiddle music, we've got ribs and macaroni and cheese. And the Grand Ole Opry (weekly country music performance in Nashville)

**Sounds great.**

Yeah. There's as much booze as you want to drink, and we've got nice hotels.

**Where will you be touring after you leave Australia?**

We're going to do a run down through Georgia, and then I know in Nov we'll be down in Texas playing. We'll be winding down for the Fall, but a couple more tours.

**What do you suggest for someone starting out in music?**

You've got to get a group of people who really want to play together and get along. I think that's the most important thing. And play on the street corner. I think that's a really good start for a band.

**What's your preferred drink?**

Well, I'm actually a tea teetotaler these days, but I'm pretty much a coffee guy.

**And how do you have coffee?**

I like it in a latte form.

**What are some of your best travelling tips?**

Well, my suggestion is always walk. Walk a lot. Go to the local diner, go to the library, go to the history museums, talk to people. Yeah, I suggest walk.



**1000 Mile Travel Group** has held its first international conference in Seminyak, Bali.

The corporate-focused mobile TMC labelled the three day event - which was sponsored by Travelport Locomote, Air Tickets, Helloworld and Alila Seminyak - as a huge success.

With the Alila Seminyak as home-base, the team of 1000 Mile Travel experts dined at Sarong and Motel Mexicola, conferenced at MÉTIS and Peppers Seminyak, and concluded the weekend with a poolside BBQ on Sunday with their friends and families. The running theme for the weekend was food, which culminated in a MasterChef cook-off challenge on the Saturday.

The primary focuses of the conference were networking, assisting Travel Experts in moving

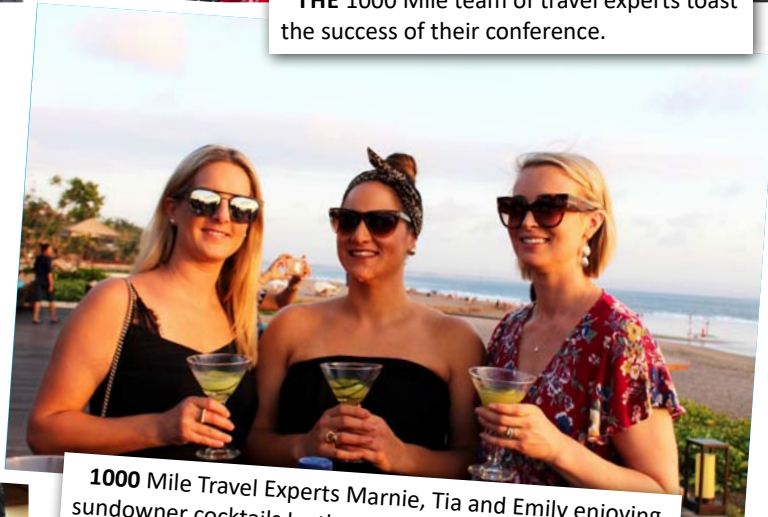
their businesses forward and, of course, getting the team together for cocktails by the beach. "With WA and the UK already underway and our NSW presence doubling in size, it's been a fantastic year. I believe 1000 Mile's specialised offering delivers real value to our Travel Experts & their customers," said director Nicola Veltman.

"Keeping this in mind, plans for next year's conference are already underway."

## 1000 Mile conference in Bali



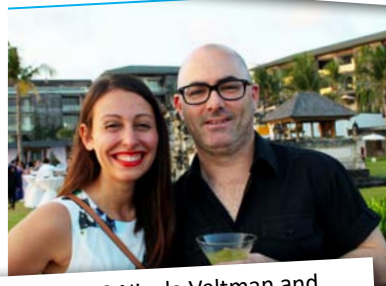
**THE** 1000 Mile team of travel experts toast the success of their conference.



**1000 Mile Travel Experts** Marnie, Tia and Emily enjoying sundowner cocktails by the beach at the Alila Seminyak.



**1000 Mile members** mingled with hospitality and events staff at the Alila Seminyak on the Fri evening.



**DIRECTORS** Nicola Veltman and Benjamin Ross were thrilled the weekend was such a success.



**MARK** Munday, Travelport Locomote, presented this exciting new corporate booking tool to the team on Sat.

**"TEAM Blue"** putting their heads together to whip up something from the mystery box during the MasterChef challenge.



**THE** Sunday family BBQ at Peppers Seminyak was a relaxing close to the conference.



**"TEAM Purple"** with the dishes they created during the MasterChef challenge.



**1000 Mile** gets into the groove at Motel Mexicola.



**THE** 1000 Mile conference at MÉTIS, Bali on Sat.





# Travel Daily

Thursday 21st September 2017

## LAX launch MBC

**ELIGIBLE** passengers arriving at Los Angeles International Airport will be able to use the US Customs & Border Protection (CBP) Mobile Passport Control (MCP) app.

The service will be available at Terminals 2,4,7 and the Tom Bradley International Terminal.

Both US and Canadian citizens can submit their passport and customs declaration information via their iPhone or Android phone instead of the usual paper forms.

The app can be downloaded from the app store before arriving or via the free LAX wi-fi.

## Allianz, TC giveaway

**ALLIANZ** Global Assistance has announced a 40 day giveaway to celebrate the 40th birthday of Travellers Choice.

The giveaway is open to Travellers Choice travel agents who sell an eligible Allianz Global Assistance travel insurance policy between 25 Sep and 16 Nov using promo code FAB40.

Every policy will be an entry in the draw to win \$100 each day as well as for the \$1,000 jackpot.

The jackpot will be drawn at the Travellers Choice shareholders conference on 17-19 Nov.

## 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](mailto:aircalin@traveldaily.com.au)



Travel Daily

[www.traveldaily.com.au](http://www.traveldaily.com.au)

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## Industry Appointments

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

**Air New Zealand** has announced Nick Judd will become Chief Strategy, Networks and Alliances Officer from 02 Oct. Judd is currently Group General Manager Commercial. The airline has also appointed Jeff McDowall to replace Rob McDonald as Chief Financial Officer. McDonald will leave Air New Zealand at the end of the year.

**Wayan Warta** has been appointed General Manager of **Prime Biz Kuta Hotel** in Bali. Warta's experience has seen him lead the opening of Amadea Resort and Villa's since 2011.

**Next Hotels** has welcomed **Marcus Dudley** as General Manager of the soon-to-open Sage Ringwood, Melbourne. Dudley has over 25 years' experience in the industry and was most recently GM at Movenpick Hotels & Resorts in Doha.

**Tom Wolber** has replaced Edie Rodriguez as the President and Chief Executive Officer of **Crystal Cruises**. Wolber joined Crystal from a 28-year stint at The Walt Disney Company.

**Express Travel Group** State Manager Vic/Tas **Vito Romeo** has announced his departure from the retail group after more than 4.5 years. His final day with ETG will be 28 Sep.

## Canada super hot

**AUSTRALIANS** continue to hit Canada in record droves with 46,877 arrivals in Jul.

Visitors from Australia grew 3.19% from 45,429 in Jul 2016.

Year-to-date, the figures from Australia are up 17.05% to 207,823, compared to 177,558 arrivals in 2016.

British Columbia remains the largest entry point into Canada for Australians, making up 70% of all visitation.

Ontario had the next highest percentage of Australian arrivals.

## Meriton, Deliveroo

**MERITON** Hotels has partnered with Deliveroo to provide guests new room service options.

All rooms will have a Deliveroo menu, with guests calling reception to place their order.

Meriton will place the order and pay on the guest's behalf, with the cost being added to the final room bill.

The service is available at select Sydney and Brisbane properties.

## Hypercoaster debut

**WARNER** Bros Movieworld on the Gold Coast has debuted its DC Rivals Hypercoaster ahead of its official opening tomorrow.

The hypercoaster can travel up to speeds of 115kph over the 1.4km circuit.

Thrill-seekers can also opt to travel backwards for an added adrenalin rush.

Movieworld will hold an opening Cocktail event tonight.

## Seatfrog upgrade

**SEATFROG** has partnered with Virgin Trains to offer auctions for rail upgrades.

The Australian mobile bidding platform will allow passengers to bid for First class upgrades right up until departure.

Auctions for First class seats open two-and-a-half hours before departure and cost as little as £5.

Some services will also have an instant "upgrade now" option.

The free application can be downloaded from the Apple and Android app stores.



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