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Thursday 2nd August 2018 traveldirectors.com.au

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# Hamilton Is hotel confirmed

**THE** owners of Hamilton Island have confirmed a \$13 million redevelopment of the destination's Palm Terrace hotel, after hinting at the project during last weekend's Helloworld Global Stars event (**TD** 30 Jul).

The three-year redevelopment

#### Contiki adds Africa CONTIKI Holidays has

announced the launch of trips in southern and eastern Africa for 2019 - the first new region to be added to the operator's portfolio since the 2010 addition of Latin America.

The program features four new trips covering South Africa, Tanzania, Botswana, Kenya and Zimbabwe, along with extensions to Uganda, Zanzibar and Mount Kilimanjaro.

Contiki said the expansion "represents the growing footprint of the millennial traveller seeking unfiltered adventure".

Prices start at \$2,171 for a 7-day Kenyan Highlights trip, with entry fees for game reserves and the majority of meals included. See contiki.com for more info. will involve the construction of a new 84-room property, described as a "family-based four-star hotel overlooking Catseye Beach".

A spokesperson said the redevelopment would assist Hamilton Island to meet increased demand from the domestic market, and continues the renaissance of the Whitsundays following the 2017 devastation of Cyclone Debbie.

Nearby Hayman Island is undergoing a massive upgrade under new InterContinental Hotels Group management (*TD* 25 Jul); Daydream Island has also flagged a Sep reopening (*TD* 06 Jul) while Lindeman Island, formerly home to Australia's only Club Med resort, is now owned by Chinese group Whitehorse Australia and is expected to reopen to the public in 2022.

#### Today's issue of TD

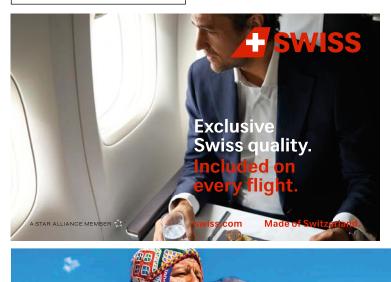
*Travel Daily* today has seven pages of news and photos, plus full pages from:

- TIE
- AA Appointments jobs
- Bentours/Hurtigruten



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#### **Exhibitors set for TIE**

SPICERS Retreats, Scenic and Conferences & Incentives NZ are among more than 55 exhibitors gearing up for this year's Travel Industry Exhibition at Dockside in Sydney's Darling Harbour.

The event is now open for registrations - see page seven.



## THE ADVENTURE IS UP TO YOU



LEARN MORE

**EMIRATES** has signed an innovative codeshare agreement with Italian high-speed rail operator Trenitalia, with the deal adding 27 stations across Italy to the EK global network.

The pact will allow travellers to fly with EK to one of the carrier's four Italian gateways - Bologna, Milan, Venice or Rome - and then connect via "high speed, modern and comfortable trains" to Bari. Brescia, Brindisi, Carseta, Foggia, Padova, Salerno, Turin and more.

Emirates customers will be able to board the trains without needing to exchange boarding passes for a separate ticket and, like their flight, will be allocated a seat number and rail car.

Trenitalia tickets will be booked in the cabin class that matches the passenger's flight, and premium passengers will also have access to railway station lounges where available. "This codeshare agreement

#### Breakaway+Agoda

BREAKAWAY Travel Club has announced a new partnership with hotel supplier Agoda, allowing travel industry staff to search live availability and instantly book accommodation at discounted rates.

The new platform includes a special 10% launch offer for accom bookings made up to 31 Aug using the promo code BREAKHOTEL. More info at travelclub.com.au.

opens up new possibilities for our customers," said EK divisional senior vice president, commercial operations West, Hubert Frach.

Emirates expands in Italy

"We're connecting Italian regions to our global network, significantly boosting the Italian tourism industry," he added.

The new codeshare destinations are now available for booking, with EK baggage allowances also applying to the train journeys.

Emirates currently operates eight daily flights from Dubai to Italy.

#### **Royal completes** Silversea purchase

**ROYAL** Caribbean Cruises Limited has completed its acquisition of a majority stake in Silversea Cruises (TD 15 Jul), after receiving final approval from regulators in Europe and the US.

The deal "unites two leading players in the cruise industry and fills out RCL's portfolio of cruise brands across all key market segments," according to a joint statement, with Royal Caribbean now holding 66.7% of Silversea alongside Manfredi Lefebvre d'Ovidio who retains 33.3%.

The companies have also announced a new multi-year initiative to "take Silversea's ultraluxury offerings to the next level".

The so-called Project Invictus includes product upgrades and ship revitalisations - more details in today's issue of *Cruise Weekly*. Sign up at cruiseweekly.com.au.

#### MK to Bangkok

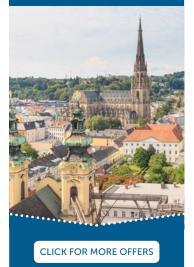
AIR Mauritius has confirmed the addition of flights to Bangkok, effective from 31 Oct.

Two weekly services will operate, one non-stop and one via Singapore, with the existing MRU-SIN-KUL route to drop to two weekly rotations.



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# LATAM seeing strong growth

THE launch of LATAM Airlines' thrice weekly Melbourne-Santiago flights last year (*TD* 12 Oct) has seen the carrier's passenger volumes between Australia and South America surge by 40%, according to LATAM vice president of sales, Nicolas Goldstein.

Goldstein is currently in Australia, and told **Travel Daily** the airline is constantly evaluating new routes and boosting capacity.

However he wouldn't be drawn on any potential increase in LATAM flights into Australia, which currently include thriceweekly MEL services, a daily SYD flight to Santiago via Auckland and a codeshare with Air Tahiti Nui which connects over Papeete.

A key focus for LATAM is its growing South American network, providing simple one-stop connections to key destinations such as Rio de Janeiro, Lima and Buenos Aires.

He noted the strength of traffic in both directions on the



airline's Australian routes, with a particularly strong flow of South American students into Australia.

Growth is certainly on the agenda for LATAM which has this year launched new services to Tel Aviv, Rome, Boston, Lisbon and Las Vegas along with a host of South American destinations.

Goldstein said LATAM was also currently in negotiations with American Airlines regarding a North American Joint Business Agreement, along with a similar IAG Group Europe pact which could add 87 new ports. Goldstein is **pictured** in Sydney

yesterday with LATAM regional gm Oceania, Valeria Alvano.

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#### **BNE** extends SITA

**BRISBANE** Airport has extended its partnership with SITA, committing to further development of its technology for passengers, baggage handling and airport services.

The five-year deal extends a relationship that has been in place for 20 years and includes the SITA AirportConnect Open common-use platform and self service bag-drop and check-in.

In recent years, BNE has introduced initiatives including Australia's first biometric technology, SITA Smart Path, which it says provides secure and seamless travel through the airport.

"Brisbane Airport is an innovator, leading with services from bag drop to biometrics," said SITA president for APAC Sumesh Patel.

"We are looking forward to continuing to address the airport's challenges and meet its evolving needs as it continues its \$3.4 billion transformation over the next few years."

#### Hyatt links with SLH

**HYATT** Hotels has announced plans to link its loyalty scheme with Small Luxury Hotels of the World (SLH), aiming for a tie-up by the end of the year.

The plan would allow World of Hyatt members to earn and redeem points with stays at participating properties in the SLH group, which totals over 500.

"We look forward to expected increased occupancy with significant exposure to the World of Hyatt program's more than 10 million members," said SLH ceo Filip Boyen.



**IF YOU'VE** ever felt the cost of a European tourist attraction can be a bit steep, consider the relative value of a Northern Ireland castle that once served as a backdrop on the HBO series *Game of Thrones*.

Despite its small-screen celebrity status, Gosford Castle, south-east of Belfast, is on the market for £500,000 (A\$880,000), or roughly the same price as a regular apartment in Sydney.

Fox News says the castle, pictured, is owned by a developer who had planned to divide it into luxury units.



### Int'l pax up 5.4%

**INTERNATIONAL** passenger movements through Australia's airports continued to grow during Mar, increasing 5.4% on the same period last year.

Figures released by the Bureau of Infrastructure, Transport and Regional Economics (BITRE) also show a 2.4% increase in domestic travellers, resulting in a 3.1% overall increase in passengers.

In all, 12.7 million passengers passed through Australia's airports in Mar, including 3 million internationals.

The Sunshine Coast experienced the greatest growth of all Australian airports, with passenger numbers up 12.9%.



MISSISSIPPI RIVER CRUISES — NEW ORLEANS TO MEMPHIS — 8 night journeys on board American Queen \* \* Fares from US\$2,118<sup>\*</sup> per person \* \* \*



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### Frasers towering in Tokyo

#### AUSTRALIAN

developer Frasers Property Group has stepped up its expansion plans, announcing it has enlisted Japanese architect Kengo Kuma for the development of a landmark Tokyo hotel.

The Capri by Fraser, Ginza/Tokyo, **pictured**, will be the first Capri property introduced by Frasers Hospitality in Japan and will be aimed at millennial travellers.

Billed as a "design-led hotel residence", it will have 190 rooms and a series of communal spaces.

"Breaking the traditional lobby concept, spaces for play and social interaction glide into each other, taking guests intuitively from check-in to the pool, bar and to Spin & Play, the brand's themed laundrette offer," the developer says.

While no date has been given for its opening, Frasers also plans a Fraser Suites property to debut in Akasaka in 2020 and opened Fraser Residence Nankai in Osaka in 2010.

#### **Orbit sales chief**

**ORBIT** World Travel has named Jonathan Lowney as its new sales director, joining from his former role at ATPI Voyager and previous roles with American Express GBT, Carlson Wagonlit and Corporate Travel Management.

More appointments on page 5.



#### **Emirates marks 10**

**EMIRATES** has marked 10 years since the launch of its first Airbus A380 operations, having since carried more than 105 million passengers aboard the doubledecker aircraft.

The airline operated its first A380 flight from Dubai to New York on 01 Aug, 2008, and is now the world's largest operator of the aircraft, with 104 in its fleet.

Having clocked up more than 1.5 billion kilometres on 115,000 flights, EK says its A380s have made the equivalent of 39,000 round-world trips.

A video marking the milestone has been uploaded to **YOUTUBE**.



#### Canada in demand

**CANADA** is hoping to snare millions more Australian travellers over the next two years after the release of research showing travel intent has increased 5% since 2016.

Destination Canada's 2017 Global Tourism Watch says 2.67 million Australian travellers are "definitely or very likely" to visit in the next two years.

Australia now ranks sixth among Canada's top source markets.

"This means Canada is doing a great job converting Australians who may be in the dreaming and planning stage into actual travellers who visit Canada," said Destination Canada GSA md Donna Campbell.

Canada attracted 375,000 Australians in 2017, up 12.6%. **CLICK HERE** for the report.

#### Hawaii spending up despite volcano

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**C·I·E TOURS** 

**THE** Hawaii Tourism Authority (HTA) has welcomed figures showing visitor spending was up by over 10% in the first half of the year, despite the Kilauea volcano deterring visitors to the Big Island.

HTA ceo George Szigeti said visitor spending reached US\$9.26 billion in the six months to Jun, an increase of 10.8% on the same period last year.

"All of the islands recorded double-digit increases in visitor spending, except for the island of Hawaii which was down by less than 1%," Szigeti said.

"The ongoing eruption of the Kilauea volcano clearly made an impact on travel to the (Big Island), particularly with a nearly 20% drop in day trips during Jun," he said.

Wendy Wu Tours. **2019 EARLY BIRD SPECIALS** SAVE UP TO \$1,800<sub>PP</sub>



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# Qld's pineapple progress



THE Big Pineapple Renewal Project is well underway, with the Sunshine Coast's iconic tourist attraction receiving an additional boost following the announcement coconut yogurt company COYO will establish its headquarters at the venue.

The attraction, which was temporarily closed following the GFC, reopened a number of elements under new ownership.

A major push is now on to regenerate the venue to showcase local produce, as well as open up glamping-

#### QR A350 to JFK

QATAR Airways is scheduled to introduce the ultra-modern Airbus A350-1000 on its New York JFK route, effective 28 Oct.

The addition will mark the first time the new aircraft will fly a commercial route to the US, and will offer a total of 327 seats across two cabins.

The A350-1000 features 46 Business class seats in the airline's Qsuite cabins, including the industry's first double bed, and privacy panels. style accommodation, family recreational activities, food outlets and events spaces.

"The return of the Big Pineapple is a major undertaking, and we will keep chipping away, adding new attractions and employment generating tenancies to deliver our master plan vision over the months and years ahead," said project director Jim Costello.

**Pictured**: The Big Pineapple Renewal and Food Agricultural Network teams welcome COYO to the Sunshine Coast icon.

#### Machu Picchu crash

**TWO** passenger trains have collided in Machu Picchu injuring approximately 15 tourists, *BBC News* has reported.

The Peru Rail and Inca Rail trains were en route to the country's most popular attraction when the crash occurred, with one passenger on the Inca Rail train telling local media the accident occurred "due to a protest in the tracks" that forced the train to halt for approximately one hour. Investigations are ongoing.

# **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.

Africa, Indian Ocean and Indian tour specialists **Wildlife Safari** has appointed **Jillian Van** to the role of Sales Executive Vic/Tas. Van will be responsible for developing and maintaining Vic and Tas relationships.

Former NAB brand GM **Michael Nearhos** has joined the team at **Virgin Australia** as Marketing Director. Nearhos has more than 20 years' experience in senior marketing roles, including at both NAB and MLC.

Wharf Hotels has welcomed hotelier **Bernard Teo** to the role of General Manager of its Marco Polo Changzhou property. In his new role, Teo will be tasked with building the hotel's corporate and MICE business.

**Maureen Brennan** is the new Business Events Manager at **Business Events Sunshine Coast**. Brennan has held previous positions with Tourism Auckland, Hilton International and the Carlton Hotel Group.

**Peter Lucas** has stepped into the role of Chief Executive Officer at Flight Centre Travel Group's hotel management business, **BHMA**. Lucas has more than 35 years' experience in hospitality spanning seven countries.

Webjet Limited has announced its Chief Financial Officer Tony Ristevski has assumed the role of Company Secretary. Ristevski replaces Michael Sheehy following his resignation, effective 31 Jul.

#### **Qld rates rising**

**TOURISM** and Events Queensland has released its accommodation report for the month of Jun, showing average daily rates increased by \$4.52 over Jun 2017 to reach \$162.

Revenue per available room was also up, increasing by \$4.62 to \$107.50 for the month.

Regionally, the Gold Coast, North Coast and Sunshine Coast all recorded growth in occupancy, average daily rates and revenue per available room, while Brisbane experienced a rise in both daily rates and revenue.

#### Endeavor release

**CRYSTAL** Yacht Expedition Cruises has revealed the 2020/21 itineraries for its newest vessel, *Crystal Endeavor*.

Setting sail from Aug 2020 through to Jan 2021, the ship will sail voyages of between 12 and 22 days, visiting locations such as Japan, the Russian Far East, New Zealand, Australia and Antarctica. Bookings open to the public on 23 Aug 2018, **CLICK HERE**.

#### Viking Xmas cruises

**VIKING** has released its 2019 Christmas cruise itineraries, ranging from eight to 22 days.

Guests can choose from a range of different experiences, including an 18-day South America and Chilean Fjords cruise, a 22-day Caribbean to the Amazon cruise, a 12-day Pharaohs and Pyramids cruise, and an eight-day Paris and the heart of Normandy cruise.

For more information, visit vikingcruises.com.au.

#### Jetstar seeks 55+

JETSTAR has launched a new promotion that will see a "media savvy duo aged 55 or older" win the opportunity to travel the world while documenting their adventures online.

The "Golden Grammers" competition was launched following research conducted by the airline that revealed over-55s don't travel as often as they like due to financial restrictions.

The prize includes two domestic trips, one trans-Tasman, and one international escape, **CLICK HERE.** 

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LAST weekend's Helloworld Global Stars event on Hamilton Island (TD Mon) saw the top consultants enjoy a welcome reception, a stunning day in the sunshine at Whitehaven Beach and then all the glitz and glamour of a gala dinner in the newly refurbished Hamilton Island Conference Centre.

The glittering event saw Jenny Cooper from Travellers Choice member Queanbeyan City Travel and Cruise named the National Consultant of the Year.



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THE Helloworld Wholesale team were out in force, led by national sales manager Steve Brady.

Other "millionaire" top achievers included Brian Bennett of Travel and Cruise Professionals, Carly O'Bryan from Travel and Cruise Belrose and Angela Kaluzyn from Skilled Travel who was also the highest achiever across all brands.

Next year's Global Stars event will take place in Dubai - lots more pics from the weekend at facebook.com/traveldaily.



**HELLOWORLD** Travel executive director Cinzia Burnes with national consultant of the year, Jenny Cooper.

EMCEE Steve Jacobs chats with Bavden **Ouinn from** Helloworld Broken Hill.





THE gorgeous star-themed room featured a galaxy of aerialists who cavorted high above guests' heads.



THIS rare shot of Jetaround Travel's Zaia Bazi with his shirt on was taken earlier in the day on Whitehaven Beach, where he was keen to show his appreciation for his favourite **Qantas Holidays** reservations agent.

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celebrates with some of his favourite agents!

**RICHARD** Leonard and Blaze James

TRAVELLERS Choice md Christian Hunter



HELLOWORLD Travel ceo Andrew Burnes welcomes delegates to the event.





#### Airbus Android app

THE Airbus iflyA380 app is now available for Android users. The app allows travellers to search and book flights on the A380 and explore destinations. By using the Virtual Reality feature, users can take a virtual tour of the cabin, peek into the cockpit and explore their destination airport.

To give it a go, **CLICK HERE**.





#### New look LH neo

Thursday 2nd August 2018

LUFTHANSA'S new A32neo will be operating from Frankfurt, featuring a brand new design.

The livery reflects Lufthansa's new image, with the fuselage, wings and engines painted completely white and a white line at the tail supporting the streamlined shape of the aircraft. A deep blue tail offers a strong

presentation of the crane logo.



#### Warner Bros. horror

WARNER Bros. Studio Tour Hollywood is expanding its 'Horror Made Here: A Festival of Frights' with new attractions from 05 Oct for 13 nights.

Travellers can try out the new maze from The Conjuring Universe, enjoy a viewing of The Exorcist, and go on a tour through Freddy vs. Jason's Nightmare on Camp Crystal Lake.

Other activities include Devil's Drop Tower and Stage 48: Script to Scream.

#### AA Tokyo to Vegas

**AMERICAN** Airlines together with Japan Airlines will operate a nonstop flight between Narita International Airport in Tokyo and McCarran International Airport in Las Vegas from 04-14 Jan, 2019.

The flight will be operated on American's Boeing 787-8, with tickets on sale from 06 Aug.

# **RIVER CRUISE**

This month, Scenic and Travel Daily are giving readers the chance to win a luxurious river cruise. Experience a 15-day cruise in a balcony suite. The prize includes:

- Jewels of Europe river cruise for 2 people departing Oct 2018
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To win, answer every daily question correctly and have the most creative answer to the final question. Send your answers to scenic@traveldaily.com.au

Q2. How big is the Royal Owner's suite?

#### Bris cultural record

BRISBANE'S Cultural Centre attracted a record 7 million visitors in 2017-18. according to Old Arts Minister Leeanne Enoch.

"The Cultural Centre makes an enormous contribution to Queensland's cultural tourism and visitor experience while celebrating the unique culture, history, stories and characters of our state," Enoch said.

#### Movenpick Hua Hin

**MOVENPICK** Hotels & Resorts has announced the debut of Movenpick Asara Resort & Spa Hua Hin, an oceanfront property overlooking the Gulf of Thailand.

Following rebranding and refurbishment, the hotel features 96 private suites and pool villas, two restaurants, a fitness room, outdoor pool & resort gardens.

The hotel is 10 minutes from the centre of Hua Hin.

#### **Cotswolds additions**

LUXURY private rental brand onefinestay has announced its launch in the English countryside of the Cotswolds with 13 options.

They include English farmhouses and converted barns as well as glass-fronted houses and countryside cottages.

Guests can also enjoy dining at The Kingham Plough and events such as the Cheltenham Festival. For more - CLICK HERE.

#### Bendigo White Night

**THE** program for White Night in Bendigo, a visual and cultural showcase on 01 Sep in regional Victoria, has been released.

The event will highlight the city's history, from the Dreamtime stories of its Indigenous owners to the gold rush boom.

Local artists, performers and the iconic 110-year-old trams will also be present - CLICK HERE for more.

#### THE WHO'S WHO OF SUPPLIERS ARE IN THE 2018 AFTA TRAVEL PAGES SUPPLIER DIRECTORY. VIEW HERE

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Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994. Travel Daily is Australia's leading travel industry publication EDITORIAL Editor in Chief and Publisher – Bruce Piper

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industry with established connections. Based from home you	enhancing relationships & agreements to achieve sales &
will report to the Country Manager based in Sydney. A	revenue goals. You will be rewarded with a salary of up to
strong base salary and bonus is on offer to the successful	\$90 plus DOE. Experience in areas other than Inbound will
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learning platform, create training materials & content & work	and retaining the business. To do this, you will have a
closely with all departments on staff development. Great	thorough knowledge of corporate travel as well as the
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\*Terns and Conditions: Terns and conditions apply, Flights are ex Australia (MEL,ADE, PER, SYD, BRI) and fly into the South American city where the tour commences. Flight credit is up to \$2400pp. Prices are per person and are correct at 28 June 2018 but may change-depending on surcharges, fees, taxes and/or currency changes. Offervalid for new bookings made until 12 August 2018. Advertised price is based on lead in cabins available. Valid for trave: selected sailing dates from October 2019 to 31 March 2020 and valid on all cabin categories except suites. A deposit of \$250 per person plus 20% of the package value is required within 7 days of confirmation. Full parmet required no later than 100 days of cruise start date. The lowest cabin grade, in each cabin category, is the advertised from rate. Higher cabin grades within each cabin category will attract a higher cost. Prices are based on the Select Fare. An additional 2% fee may apply to credit card payments. All discounts, savings, added-value bindings within each cabin category will attract a higher cost. Prices are based on the Select Fare. An additional Prices, analability. Presce theck all prices, 2018/D prices, 201

