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# Travel Daily

First with the news

Monday 10th December 2018



#### RCCL agent reward

**ROYAL** Caribbean, Celebrity Cruises and Azamara Club Cruises have today launched a major new incentive for retail travel consultants, who can earn points and redeem rewards for every booking made this summer.

See the cover page for details.



### Qld seals MoU with Ctrip

**TOURISM** and Events Queensland (TEQ) has signed a new agreement with Chinese travel giant Ctrip, with the deal set to see the state promoted as the "perfect next holiday destination" to over 300 million consumers across China.

China is currently Queensland's top international source market. last year welcoming over 500,000 Chinese visitors who spent more than \$1.3 billion.

**TEQ CEO Leanne Coddington** said the new memorandum of understanding would allow the organisation to deliver marketing campaigns more strategically, including targeted airline and event-driven promotions.

"This places Queensland in a position of influence, with Ctrip giving priority to Queensland content on their platform, which will help drive additional outcomes in terms of visitor numbers and overseas visitor

expenditure," Coddington said.

The pact will also see close cooperation with Ctrip to develop custom-made itineraries and host Queensland content on its site.

Jenna Qian, CEO of Ctrip's Destination Marketing division, said years of cooperation with TEQ had already seen a big improvement in the popularity and influence of Queensland in China's tourism market.

"Ctrip provides significant advantages in the form of our big data and big platform... through integrated and precision marketing we will help Queensland further enhance its brand influence," she said.

#### Today's issue of TD

**Travel Daily** today has eight pages of news, a front cover page for RCCL, a photo page for **Ponant** plus full pages:

- One&Only Palmilla
- AA Appointments jobs

#### VA music scholarship

**MELBOURNE** singer, drummer and songwriter G Flip has been awarded the Virgin Australiasponsored 2018 ARIA Emerging Artist Scholarship.

She will receive VA flights as part of the airline's support for the Australian music industry.





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#### **Exp Co names CFO**

**EXPERIENCE** Co has appointed Owen Kemp as Chief Financial Officer, beginning in Feb.

Kemp has 18 years' experience in finance and accounting, including recent CFO roles and 13 years with Ernst & Young in Sydney and London.



# **WIN YOUR WAY TO** THE GRAMMYS®

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Competition ends 14 December 2018. Terms and conditions apply





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# Airlines to weigh carry-on

**THE** Australian domestic aviation sector is cracking down on overweight carry-on, with Qantas, Virgin Australia and CASA participating in a combined push which may see bags weighed either at check-in or boarding.

Changes will be implemented starting today, and from next week there will be additional resources in terminals, supported by CASA, to assist with the refocus on cabin baggage.

A VA spokesperson said the whole industry was facing a

#### \$500m visa issue

**DELAYS** in approving tourist visas for Indian travellers are costing Australia's tourism industry up to \$500 million a year, the Australian Tourism Export Council (ATEC) has calculated.

The peak inbound tourism body says the time taken to clear a tourist visa for an Indian traveller has grown from 14 days in 2015 to more than five weeks today, inhibiting Australia's fastest growing inbound market.

"We're losing opportunities... tourist dollars are going out the door," ATEC Managing Director Peter Shelley told the Australian Financial Review.

"Over the last 12 months this issue has gotten out of control." ATEC found its members were losing 40% of their Indian business because of delays.

It has raised the matter with the Department of Home Affairs.

huge issue with overweight and oversize cabin baggage, causing injuries to crew and also impacting on time performance.

Virgin Australia allows economy pax 7kg of carry-on - along with a laptop bag, handbag or suit bag in addition to the 7kg limit.

Bags over the allowance will be checked in and carried in the cargo hold, according to VA General Manager Ground Operations, Paul Woosnam.

Qantas also offers a 7kg limit and has ramped up "auditing" of carry-on items at boarding gates to ensure the system is fair to all passengers.

A QF spokesperson said the push was a response to feedback from regular flyers saying all customers need to be reminded about how much luggage they can take on board.

#### **ACCC** online report

A NEW report by the Australian Competition and Consumer Commission has outlined concerns about the market power held by Google and Facebook.

The ACCC has reached the view that both platforms have the "ability and incentive to favour related businesses or those businesses with which they may have an existing commercial relationship," and recommends a range of actions including investigating, monitoring and reporting on how large platforms rank and display ads and news.

#### TG soccer passes

**THAI** Airways International is offering Travel Daily readers the opportunity to claim a double pass for the Western Sydney Wanderers versus Sydney FC football game taking place at Sydney's ANZ Stadium next Sat.

Today's prize is up for grabs to the first subscribers to answer the following question:

Which English football team is coming to Australia in 2019 to play the Western Sydney Wanderers?

Answers ASAP via email to thaicomp@traveldaily.com.au.

#### Qantas to Bendigo

**QANTASLINK'S** domestic route map will expand next year with the debut of a new six-timesweekly non-stop flight between Sydney and Bendigo.

The service will be the first commercial operations from Bendigo in more than 30 years.

With the support of the City of Greater Bendigo, Visit Victoria and the Victorian Government, flights will launch on 31 Mar 2019 using 50-seat Q300 turboprop aircraft, increasing to daily over the summer season.

#### **HK transit passes**

**THE** Hong Kong Tourism Board (HKTB) is giving away a limited number of 24-hour Mass Transit Rail passes and Airport Express Line vouchers for those visiting HK between now and 31 Dec.

For more information, email adam.rodriguez@hktb.com.

# Imagine

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#### Tas ferry record

THE Spirit of Tasmania ferries carried a record 448.764 passengers during 2017-18, a 3% increase on the previous year.

Sailings also increased 3%, while revenue was up 30% to a record \$245 million, the Tasmanian Government says.







# Wanda plans 700 hotels

**CHINESE** company Wanda Hotels & Resorts has revealed plans to open 700 hotels in China within five years under a new premium mid-end brand called Wanda Moments.

The addition will be based on the brand concept "better for tomorrow" and be "committed to providing high-quality selected service to business travellers with unique taste, enjoy life attitude and pursuing different experiences," the company said.

Wanda Moments will also aim to "create a new lifestyle that integrates art, culture,

#### AirAsia new LCC

AIRASIA has signed a Memorandum of Cooperation to reaffirm its intention to establish a low-cost carrier in Vietman (TD 02 Mar 2018).

"Today's memorandum reaffirms our commitment to making AirAsia in Vietnam happen," said AirAsia Group Chief Executive Officer Tony Fernandes.

"Last year, when we announced this JV, we were bullish about Vietnam and we remain incredibly bullish about serving one of the most dynamic, fastestgrowing economies in Asia."

The deal was inked with Vietnamese businessman Tran Trong Kien, who is Chief Executive Officer of Thien Minh Travel Joint Stock Company (TMG) & General Director of Hai Au Aviation Joint Stock Company.

intelligence and fashion".

It is the fifth hotel brand of the company and follows Wanda Reign, Wanda Vista, Wanda Realm and Wanda Jin.

The first six contracts for Wanda Moments hotels have been signed by the properties' owners.

Wanda Hotels & Resorts also announced an upgraded guest loyalty program, Wanda Club.

The new program allows points to be accumulated from rooms, restaurants, banquets and MICE.

There are also four levels of membership with varying privileges, and points redemption has been expanded to hotel rooms, dining products, flight mileage and movie tickets at Wanda Cinemas across China.

#### Air NZ CHC-SIN

AIR New Zealand will begin flying from Christchurch to Singapore from Dec next year in an expansion of its joint venture alliance with Singapore Airlines.

The Kiwi carrier will fly a seasonal service five times a week using its reconfigured Boeing 787-9 aircraft, replacing a seasonal service currently operated three times a week by its Singapore counterpart.

The summer flights will operate until 22 Feb and are in addition to a daily Singapore Airlines service between the two cities.

Tickets for the new Air New Zealand service will go on sale from 23 Jan.

#### **Uber files for IPO**

**UBER** has joined rival Lyft in filing for an initial public offering, US media report, with a stock market float speculated to be worth as much as US\$120 billion.

The company has declined to comment on what would be one of the largest offerings of 2019.









# **ARRIVING NEXT SUMMER**

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# Travel Daily

Monday 10th December 2018

### MTA cooks up a storm



FIVE MTA - Mobile Travel Agents advisors were recently treated to a study tour which included two-night stays at both the Banyan Tree Bintan Island and the Mandarin Oriental Singapore.

A highlight was cooking up a storm of Thai dishes at Saffron, the Banyan Tree Bintan Island's fine dining signature restaurant.
The agents, **pictured** with
their Banyan Tree Hotels
& Resorts host, Director of
Sales and Marketing, Victoria
Hobbs (second left), are: Susan
Anderson, Kyara Newport, Renee
McLennan, Kim Newton and

Sarah Day.

Discover the hidden winery gems in Australia's regional areas.
Read more in the December issue of travelBulletin.

CLICK to read travelBulletin

#### Air demand rises

**DEMAND** for air travel has resumed healthy growth rates as the industry heads towards the festive season peak, with IATA figures for Oct showing 6.3% year-on-year growth.

The increase, measured in revenue passenger kilometres, marked a rebound from the 5.5% growth shown in the previous month, the lowest rate recorded for eight months.

"Oct's healthy performance is reassuring after the slower demand growth in Sep - some of which was attributable to weather-related disruptions," said Alexandre de Juniac, IATA's Director General and CEO.

"However, the bigger picture is that traffic growth has moderated compared to earlier in the year, reflecting a more mixed economic backdrop and reduced demand stimulation from lower fares," de Juniac said.

Oct capacity grew 6.3% while load factor was steady at 81.1%.



### Window Seat

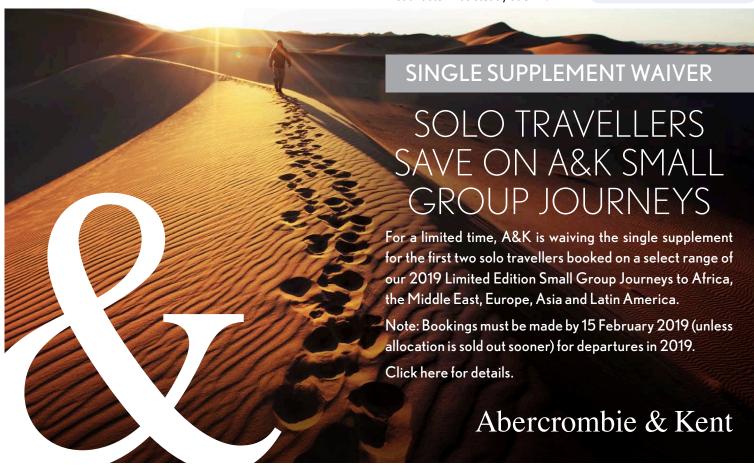
A GERMAN town where legendary pop star Elvis Presley was stationed while serving in the US Army is hoping for some Blue Suede Shoes-driven visitation from fans of The King.

Three traffic lights in the middle of Friedberg have now immortalised Presley, with the "Don't Walk" sign depicting the crooner standing at a microphone, while the green "Walk" signal shows one of his signature dance moves.

The crossing signals (**below**) mean Presley is sure to be

Always on the Mind of locals, while anyone arrested for jaywalking can hum "Jailhouse Rock" en route to the slammer.







## Hawaiian's Sydney cook up



LAST week Hawaiian's Executive Chef Lee Wong taught a group of 20 of the airline's industry partners how to make poke at the Sydney Cooking School.

Attendees learned a little more about Hawaiian Airlines and were taught how to make three variations of the Hawaiian dish - a classic Hawaiian Shoyu Ahi Poke, a New Zealand Trout Furikake Poke, and a Ginger Poke.

Wong was in town for menu presentations to fine-tune Hawaiian's new menus for Economy and Business Class, which will be introduced on Sydney and Brisbane to Honolulu flights in the first quarter of 2019.

Pictured are: Sarah Arane, Travelzoo; Lauren Whicker, Brand USA: Andrew Hallinan. TravelManagers; Belinda Murphy, Helloworld; Bec Cushing, Flight

Centre; Gillian Hayward, Ross Saito and Bart Druitt, Hawaiian Airlines; Donna Grant, Travel Associates and Thea Mendes, Destination Marketing.

Front Row: Jess Luxton, GTI Tourism; Joyce Weir, Hawaiian Airlines; Chef Lee Anne Wong, Hawaiian Airlines; Angela French, CCM Travel; Charis Ricafuente, Hawaiian Tourism Oceania; Viviana Hales, TravelManagers and Kris Phadungleialipong, Hawaiian Tourism Oceania.

#### Airbnb \$1b taxes

AIRBNB has announced it has partnered with more than 400 govts around the world to collect and remit more than \$US1b in hotel and tourism taxes to date.

In Los Angeles, Airbnb has collected over US\$100m in taxes.



#### Airfares and Ticketing Extraordinaire needed! Gold Coast, QLD

Due to our continued growth, MTA - Mobile Travel Agents is looking for an experienced Airfares and Ticketing Specialist to join our friendly team based at our Head Office in Robina.

You'll be working as part of an enthusiastic, high-achieving team with no sales targets. You'll love the challenge of airfares and issuing tickets including round-the-worlds and multi-sector itineraries on Sabre, Galileo and Amadeus.

If you have a minimum of 2 years' experience in a similar role and have experience using a GDS please send your resume to Kym Ryan: kym@mtatravel.com.au

#### Vail invests \$175m

VAIL Resorts is planning to invest around \$175-\$180 million in its guest experience offering by the 2019-20 winter ski and snowboard season across its network of 18 resorts.

Upgrades will range from new mobile tech enhancements that will improve direct-to-lift access to snowmaking upgrades at Vail, Beaver Creek and Keystone.

Additional plans include new lifts at Stevens Pass and Perisher, improvements in dining at Park City, Okemo and Stevens Pass, and upgraded skier services at Beaver Creek and Breckenridge.

#### MTA Professional

MOBILE Travel Agents' (MTA) Professional Plus inhouse accreditation program has officially launched, with close to 80 MTA advisors on their way to become accredited MTA Certified Travel Professionals (TD 25 Oct).

"We are delighted with the response to date given the commitment in time and effort required to achieve this accreditation," MTA CEO Don Beattie said.

The self-paced program features nine core pathways and two optional pathways, covering topics such as social media, corporate, cruise, air and land.

#### **Tucan W Europe**

**ADVENTURE** travel company Tucan Travel has launched nine tours in Western Europe, ranging from seven to 21 days in length.

Highlights include the 21-day London to Rome tour which covers 10 countries including the Vatican City from \$6,389.

Additionally, the 14-day Paris to Milan itinerary from \$3,959 takes travellers to Paris, Milan and Berlin, along with the opportunity to sail through the canals in Bruges and Amsterdam.

"Our Eastern and Central Europe tours are best-sellers, especially for the Australian market so we are very excited to have even more options for our travellers to choose from," said the company's CEO Matt Gannan.

#### France DFAT update

**SMARTRAVELLER** has advised demonstrations linked to the yellow vest movement continue across France and the protests may turn violent.

Australian travellers are recommended to avoid all demonstrations, monitor local media and follow the advice of local authorities.

The level of advice remains at "exercise a high degree of caution in France, due to the high threat of terrorist attack".

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## Moving it in Madagascar



**BENCH** Africa showcased Madagascar's treasures to eight agents on a famil recently.

Starting off in the capital of Antananarivo, the group enjoyed the lemurs of Andasibe, explored the markets of Antsirabe. trekked through the rainforest of Ranomafana and enjoyed a stop at a winery.

Pictured at Ranomafana, Madagascar: Deanne McDonald, Flight Centre Newton; Meagan Fox, Flight Centre Product Leader, South Australia; Nicole Bowes, Jenman African Safari; Katelyn Quinlan, Bench Africa; Darcy Barton, Flight Centre Robina; Rohin Mitchell, Flight Centre Albany; Margie Heffernan, Duck Creek Mountain Travel; William

Mackay, Flight Centre Manuka; Justin Petrass, Flight Centre Tuggeranong and Daniel Gibbarb, Flight Centre Mount Lawley.

#### Luna Park expands

**NEW** rides could be introduced at Sydney's Luna Park in time for Christmas following changes to planning policies, NSW Planning Minister Anthony Roberts said.

Under the changes, Luna Park will be able to introduce low impact rides & amusements through a simpler planning pathway, provided they continue to meet strict criteria, ensuring "Luna Park can continue operating this Christmas and into the future," Roberts said.

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#### **BROCHURES**

**WELCOME** to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Qantas Holidays - USA Escorted Coach Tours 19/20 Qantas Holidays has released its new USA Escorted Coach Tours, operated by North American operator, American Tours International. Featuring 20 itineraries, including small group and Premium Air offerings, the brochure provides detailed itineraries, highlights, important information and available optional tours. The program contains itineraries covering the western highlights, eastern discovery and the great America crossing.



Peter Sommer Travels - 2019 Cultural and archaeological tour specialist Peter Sommer Travels has released a record number of tours with more than 50 departures on escorted New additions to 2019 include the company's first tour of Wales. Other highlights include the 13-day



#### Cruiseco - Europe 2019

Cruiseco has packed in a collection of 2019 European sailings across 13 cruise brands in its latest brochure. The program covers sailings ranging from bespoke, contemporary to allinclusive. Highlight itineraries include the 25-night Mediterranean Legends & Ancient Empires sailing from Holland America Line. There's also the 18-night Ligurian Sea Medley & Romantic Reflections from Crystal Cruises venturing across Italy, Monaco, France, Greece, Montenegro and

Croatia, which also includes Skip the Line Vatican Museums, Sistine Chapel and St. Peter's Basilica tour.



#### Busabout - Asia 2019/20

New mini-breaks, extended adventures and ends in Bangkok and includes travel via private van

and river boat with a local Busabout Guide to visit attractions surrounding the city that are not so easy to navigate solo in a short timeframe. Also new is the 17-day Ultimate Southern Thailand Adventure which ventures to the Khao Sok National Park.

#### **Emirates Europe**

**UNTIL** 12 Dec, Emirates is offering discounted fares from major Australian cities to London, Athens and Rome.

Return Economy class flights from Melbourne to London are priced from \$1,194, or to Athens from \$1,449.

Fares from Perth to Athens lead in at \$1,329 and to Rome are priced from \$1,344.

Refer to your GDS for more.

#### Viking additions

VIKING Cruises has released four new ocean cruise itineraries that explore South America.

New additions include the 27-day Journey Along the Pacific Coast, a 48-day Exploring the Americas, 26-day Caribbean & South American Shores and a 47-day West Indies, Amazon and South America.

For additional info, contact Viking Cruises on 138 747.

## Agents First to Sail on Le Champlain

PONANT Travel Industry partners from around the world were recently treated to a three-day cruise in Norway to celebrate the delivery of Le Champlain.

She features 92 staterooms and suites, all with a private balcony, along with an open bar and French gastronomy. Travel Agents were also treated to a first look at her underwater multisensory lounge, Blue Eye.

Departing from Bergen, Le Champlain and her 174 guests sailed overnight to stunning Geiranger, where sightseeing included the Norwegian Fjord Centre and a trip up the Eagle's Road to enjoy spectacular views of Geirangerfjord and the famous Seven Sisters Waterfall.

Another stopover on the cruise was Olden, a historic village situated at the mouth of the river Oldeelva, which was the base for the hike to Briksdalsbreen Glacier, located at the end of the Oldedalen valley.

Arriving back in Bergen, the Australian and New Zealand agents enjoyed a sightseeing tour before flying back home or continuing their trip in Europe.

Le Champlain is the seventh vessel in PONANT'S fleet and the second of six in the PONANT Explorer's series, joining Le Laperouse which debuted in Jul this year. She is set to reach Australian shores in early 2019.

Learn more about Le Champlain HERE.



Mon 10th December 2018





JO LAWSON, Forth&Wonder; Katrina McCann and Kylie Fidler, Trans World Travel; Sarah Dimopoulos, Forth&Wonder; and Jeanie Foster, Discover the World



CRAIG Farrell, PONANT, with Chris and Emma Buwalda, Helloworld Horsham.

LE CHAMPLAIN,

PONANT.







Lounge on board Le Champlain.



Vanessa Whittaker, Destination HQ.

# Travel Daily

Monday 10th December 2018

#### Beez Kneez trail

THE new Beez Kneez blackdiamond mountain bike trail in Caloundra has officially opened.

"The Beez Kneez trail is unique. with gravity flow trails, two major gravity generators, three wall rides, jumps, multiple timber skill features and a step-up finish," said Queensland Minister for Sport Mick de Brenni.

For more info, view **HERE**.



**KEITH PROWSE** 

\$250 travel voucher from

Keith Prowse Travel.

A-League tipping competition is sponsored by Etihad Airways and Excite Holidays, with the top tipper for the season winning a trip to Manchester to see Manchester City play.





#### TravMedia summit

THE inaugural TravMedia Summit will be held on 21 Feb at the Sofitel Sydney Wentworth and is set to bring together Australian and New Zealand members of the tourism industry for a professional development program.

The event will feature a series of sessions covering the topics of Where to Distribute Your Content, Insights into the Future of Travel and Social Media Content Marketing.

For more details, CLICK HERE.

#### **NCL Alaska terminal**

**NORWEGIAN** Cruise Line has partnered with Alaska Nativeowned Huna Totem Corporation to develop a second cruise pier in Icy Strait Point in Hoonah, Alaska.

Scheduled for completion for the 2020 northern summer Alaska cruise season, the pier will accommodate NCL's Breakaway Plus-class ships.

The development will also provide more passengers with access to Icy Strait's upgraded retail, restaurant and shore excursion amenities.

#### Virgin Atlantic strike

VIRGIN Atlantic pilots are planning to strike from 22 Dec to Christmas Day following a dispute over union recognition, the BBC has reported.

The Professional Pilots Union told BBC the reason for the strike was due to exclusion "from talks over proposed changes to pilot benefits".

The broadcaster also reported that other strikes are planned for 30 Dec-02 Jan and 04 Jan-07 Jan.



Club Med loves Christmas whether it's in the sun or in the snow! So to celebrate the festive season, they're giving agents the chance to win a stay at the Club Med resort of your choice in Asia or the Indian Ocean.

The all-inclusive prize includes:

- Five nights for two people in a superior room at the Club Med resort of your choice in Asia or the Indian Ocean
- Gourmet meals and all day snacking
- Premium open bar including beer, wine and cocktails
- A wide range of included sports & activities
- Nightly entertainment

To win, tell us in 25 words or less which Club Med resort you'd love to go to for Christmas and why. Send your entry to clubmed@traveldaily.com.au

#### Ride sharing grows

**ANNUAL** gross bookings for major ride-sharing companies such as Uber and Lyft are set to double to \$400 billion by 2021, powered by "triple-digit growth in Asia and declining car ownership by millennials," according to new research from SharesPost.

The report highlighted that the three largest Asian companies, DiDi, Uber and Lyft, account for 40 million rides a day.

Download the full report HERE.

#### voco to the Hunter

**IHG** is set to rebrand its Kirkton Park property in NSW to voco Kirkton Park Hunter Valley in early 2019.

The property features 70 rooms, along with tennis courts, a billiards room, indoor heated pool, sauna and spa, and gym.

Other amenities include an open-fire library, welcome lounge, restaurants and bars.

voco Kirkton Park Hunter Valley will also make several upgrades with "voco brand hallmarks".

#### Ecotourism UQ deal

**ECOTOURISM** Australia (EA) has partnered with The University of Queensland to boost university level research and provide support for EA's members.

The pair said the agreement arose out of an increased awareness of global sustainability issues, ongoing growth in the sector, and a need to address management challenges with evidence-based decision-making.

#### Darwin's 75 ships

A TOTAL of 75 cruise ship arrivals are planned for Darwin this cruise season, providing a tourism boost for the destination.

Highlights of this season include the first visit from Viking Orion, along with the arrival Seabourn Encore and Explorer of the Seas, which will bring over 4,000 passengers to the port.

Tourism Top End GM Glen Hingley said "we see the future of cruise ship arrivals into Darwin continuing to be a growing boom for the economy of the Top End".

Travel Daily

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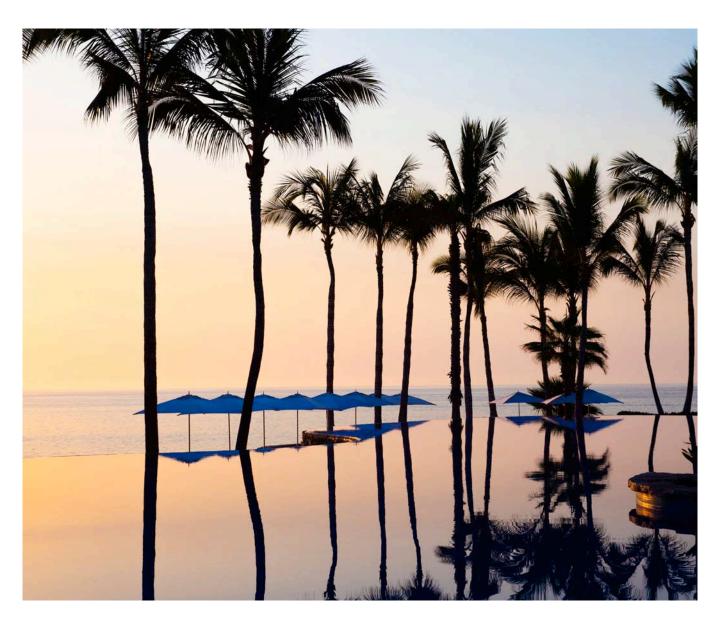
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On behalf of Adriana D'Angelis and the AA Team, we would like to thank all our clients and candidates for your great support in 2018.

We wish you all a wonderful Christmas and a prosperous New Year and look forward to assisting you in 2019.





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