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Travel Daily

First with the news

www.traveldaily.com.au

Thursday 8th February 2018

Ski boom expected

SKIMAX Holidays says agents should get ready to deal with plenty of snow holiday enquiries in the coming days, with the opening of the Winter Olympics in Seoul, Korea this week set to drive significant demand.

The PyeongChang event is the first time the Winter Olympics will have been held in our time zone for the last 20 years.

"We foresee a great interest from Australian viewers, bringing winter sports to the forefront of their minds," said Skimax Holidays md Rodney Muller.

The company is running a social media competition for agents during the Games, rewarding them for promoting ski holidays on Facebook or Instagram and tagging @SkimaxHolidays.

[CLICK HERE](#) for collateral.

Globus md to step down

EXCLUSIVE

THE Globus Family of Brands (GFOB) has confirmed the departure of its Australasian managing director Stewart Williams, who yesterday formally advised staff he was resigning.

A letter to the Globus team indicated the 60 year-old would step down effective 16 Feb for personal reasons, but would continue with some project work.

Williams has worked for Globus for almost 30 years, and has been the group's regional managing director since 1992 leading Globus and Cosmos as well as Avalon Waterways.

He presided over the launch of Avalon's 'Panorama' European river ships and sales of the Globus portfolio as it expanded into new

territories such as Asia and South America in recent years.

US-based GFOB ceo Scott Nisbet said the company's national sales manager, Peter Douglas, would act as interim md while Globus conducts an "extensive search for a qualified, passionate and professional leader".

Williams' shock resignation is the second senior departure from Globus in a matter of weeks, with the company also currently advertising for a replacement for marketing manager Chris Fundell.

Splendor is coming

CARNIVAL Cruise Line is today showcasing the year-round Australian deployment of *Carnival Splendor* from Dec 2019 - for details, see the **cover page**.

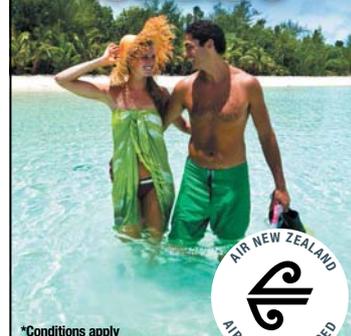
Today's issue of TD

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

- Albatross Tours
- AA Appointments jobs

viva!

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Shuttlewood new TC md

HOME-BASED travel network Travel Counsellors has appointed Kaylene Shuttlewood as regional md of its Australian operation following her departure from Travelport after three years as its head in this region (**TD Fri**).

Shuttlewood takes on the role at Travel Counsellors, replacing acting managing director Fred Van Eijk who held the position for a year on secondment.

Van Eijk will return to oversee the TC's Netherlands and Belgium operations and support the travel company's expansion plans in Europe and beyond.

Travel Counsellors global md Steve Byrne said Shuttlewood's "market knowledge and insight, international commercial

experience and understanding of technology and other trends on a global level will bring enormous benefits to the company".

With 140 counsellors locally, she has been tasked with spearheading "ambitious growth plans" locally and regionally for the business.

Shuttlewood's appointment comes after a shake-up to the local arm's staffing structure mid-last year, which saw the departure of marketing manager Ray Howe and commercial manager Aida Osta (**TD 03 Jul**).

KQ to Mauritius

KENYA Airways has announced four weekly services between Nairobi and Mauritius will begin in Jun (operating on Mon, Wed, Thu & Sat) using Embraer E190s.

The service complements KQ's codeshare pact with Air Mauritius on the same route, which flies on the other three days of the week.

MU free hotel stay

PASSENGERS flying with China Eastern to China and beyond who transfer via Shanghai, Kunming, Xi'an or Beijing and experience an involuntary layover can access complimentary overnight accom.

The free lay-over, valid for pax originating in Australia or NZ, applies when MU does not offer a same-day connecting flight.

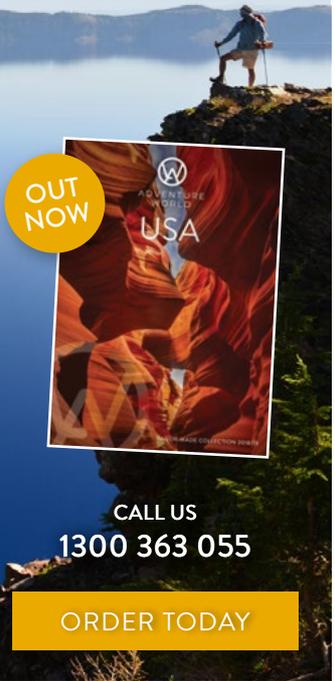
Transfers between the airport & hotel are provided by the hotelier.

Applications need to be made at least seven days prior to the departure flight - details **HERE**.

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Virgin cruise pop-up

VIRGIN Australia has announced it will allow cruise passengers to check-in for their flights at Sydney's Overseas Passenger Terminal and White Bay Cruise Terminal.

The move follows a trial of the Off Airport Check-In Solutions last year (**TD** 20 Sep).

Under Virgin Australia's new system, cruise passengers will receive their boarding pass and drop bags off after their voyage, and then make their way to Sydney Airport.

Cruise class-action

PRINCESS Cruises has hit out at claims that 16,000 people could have been affected by gastro.

The strong show of force comes after Shine Lawyers claimed that a huge number of pax could be eligible for compensation under a planned class action to be launch.

A Princess spokesperson told **TD** that the claims were "absurd" as the cruise line leaves nothing to chance in regards to maintaining a healthy onboard environment.

"The risk of becoming ill while on a cruise holiday is tiny - in fact, a factor of just 0.02%".

Alliance results

ALLIANCE Airlines has unveiled a 19% increase to \$10.3 million in profit before tax in its half year results to 31 Dec.

The regional carrier saw its total revenue jump 16% to \$117.2 million in the same half, compared to the same period last year (01 Jan to 30 Jun 2017).

At the same time, Alliance managed to pay down \$6 million in debt, bringing it to \$69 million.

During the half year to 31 Dec, Alliance invested in the introduction of two additional aircraft into its operational fleet, which aided in a 34% increase in the number of flying hours to 16,207 hours.

Stemla recognition

THE Royal Norwegian Embassy in Canberra has announced the appointment of Tietse Stemla as Norway's Honorary Consul-General in Melbourne.

Stemla is the co-founder of Nordic specialist tour operator, 50 Degrees North.

The 50 Degrees North office in Melbourne will be the home of the Norwegian Consulate General in the city.



Window Seat

WHAT happens when footballers and models get together on a flight?

Well a lingerie show obviously!

Vietjet, renowned for its bikini-clad flight attendants, has come under fire after a group of models gave the Under-23 Vietnam National Football Team a risqué show on their way back from a game in China.

The stunt has erupted on social media in the communist nation, with some claiming it was not appropriate for lingerie models to accompany "young men".

Vietjet is owned by Vietnam's only female billionaire.

Pictured is one of the models with an "excited" athlete.



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Jardine to CATO

THE Council of Australian Tour Operators (CATO) has announced Brett Jardine as its new managing director (**TD** breaking news).

Jardine replaces long-time CATO gm Peter Baily who will retire after 25 years leading the group.

Prior to joining CATO, Jardine led Cruise Lines International Association (CLIA) Australasia for almost a decade, and has industry experience across a number of roles with Scenic and APT.

In taking up the role, Jardine said he looked forward to supporting the goals laid out by the CATO committee and was "very excited by the opportunities ahead" for both the touring body and the travel sector.

Jardine will take over from Baily at the end of Mar.

He will report to CATO chairman Dennis Bunnik and will be based at AFTA's Sydney office.

See more industry appoints on [page seven](#).

PAL BNE re-shuffle

PHILIPPINE Airlines has further adjusted its Brisbane operations from May, according to travel agent GDS displays.

From 01 May, the airline will utilise Airbus A321s on the four week service ex Manila.

The change follows last week's update that showed Airbus A340-300 aircraft would be used temporarily from 25 Mar-30 Apr.

PAL previously indicated that it would delink Darwin stop-overs from its Brisbane service.

Vanuatu famil op

AIR Vanuatu is offering agents the chance to win a trip to paradise as part of its "Wake up in Vanuatu" campaign.

To win a spot on the famil, agents need to complete the airline's online training modules by 31 Mar, ticket two Air Vanuatu airfares by 31 Mar and answer a question in 25 words or less - [CLICK HERE](#) for more details.

MTA Canada study tour



Sri Lanka brochure

STEADY growth in inquiries for Sri Lanka and India has prompted Beyond Travel to double the number of itineraries on offer in its new 2018 brochure.

The updated Sri Lanka, India and Beyond brochure includes an extra eight pages of offerings including private and escorted itineraries, river voyages, mountain retreats and visits to coastal resorts.

To celebrate the release, Beyond Travel is offering discounts of \$400 per couple on select bookings made by 30 Jun.

ANOTHER week, another famil, two MTA mobile travel agents recently had opportunity to cool off in British Columbia on a study tour of the popular Australian holiday destination.

MTA members Leisa Crotty and Mel Sherry had the chance to ski, snowmobile and snow shoe their heart out at Whistler.

If that wasn't enough, the duo also had a seaplane tour around Vancouver, a visit to Granville Markets and the Capilano Suspension Bridge as well as a Vancouver city tour.

Pictured at Whistler's famous Vodka Ice Bar is Crotty & Sherry.

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Tiger BNE pull out

TIGERAIR has announced the suspension of its Brisbane to Perth and Brisbane to Whitsundays services as the carrier continues to transition its fleet from A320s to Boeing 737s.

The two routes will cease from 01 Mar, however, Tiger was quick to clarify this was a suspension & not a "market exit."

"We will continue to review these routes to assess their viability," a Tigerair Australia spokesperson said yesterday.

The Whitsunday Airport were also quick to allay any concerns.

"Airport, Council and Tourism Whitsundays have a close and ongoing relationship with Tigerair and we will continue to work together on opportunities for potential expansion of services in the future," said Whitsunday Coast Airports general manager airports and commercial infrastructure, Brian Joiner.

Goat Island hotel?

ACCORHOTELS has been named as a potential accommodation provider for a flagged boutique hotel on Goat Island in Sydney Harbour.

The Metropolitan Local Aboriginal Land Council will hold talks with the NSW Govt to potentially takeover the island, with plans to convert the site into a cultural drawcard for tourists.

Meetings with AccorHotels for a "small scale hotel" have already taken place, according to Land Council president Nathan Moran.

KI wilderness lodge

THE Australian Walkings Co (AWC) will receive an \$833,000 grant from the South Australia government to build eco-friendly accommodation on the Kangaroo Island Wilderness Trail.

The \$4.8 million project includes the development of luxury tent-style accom, initially at two sites.

SA Tourism Minister Leon Bignell said the new eco-sensitive accom option would encourage more visitors to the destination, "further enhancing Kangaroo Island's reputation as one of the must-see destinations in Australia".

AWC's Geoff Dixon said the company was thrilled to have the state's support for the start-up operation, the "next step in our quest to raise awareness of guided walks in Australia".

Adina into ACT

EFFECTIVE 01 Mar, Aria Hotel Canberra will rebrand as Adina Serviced Apartments Canberra Dickson after TFE Hotels secured rights to manage the property.

The dwelling has 128 studio and one-bedroom apartments and will be Adina's 33rd hotel within its global portfolio.

GoUSA TV channel

BRAND USA launched a new TV platform to showcase a collection of videos designed to inspire travel across the United States.

GoUSA TV is available to view on Roku and Apple TV and will be added to Chromecast in 2019.

AW USA brochure

ADVENTURE World has brought its second tailor-made USA Collection brochure to the market following a successful response from clients last year.

The latest itineraries focus on wildlife and cultural experiences in more off-the-beaten-track regions of the country.

Adventures range from road trips through Utah to hitting the highways of Montana.

"Our vast inventory of National Park lodging also enables us to provide a range of options particularly when the major parks such as Yosemite or Yellowstone are at capacity," managing director Neil Rodgers said.

View the brochure [HERE](#).

LAST weekend's Flight Centre Travel Group travel expos - held at various locations around the nation - were a success for Bench Africa, with many new enquiries for this year and 2019, according to the African's specialists md.

Martin Edwards told **TD** Bench Africa was impressed with the number of attendees involved, particularly in Brisbane (pictured above) where it was "crazy busy".

"Our team was kept busy from when the doors opened, all the way through to closing... with enquiries ranging from Mauritius stopovers to 30 day African safaris," Edwards explained.

The FCTG expos were also held in Perth and Hobart, and will be running in Sydney this weekend.

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Scenic's travel agent Stars shine bright

SCENIC recognised the achievements of the top performing travel agencies and consultants in Australia and New Zealand at its annual Night of Stars event, held on 03 Feb at Ivy Ballroom in Sydney.

Hosted by comedian Vince Sorrenti, more than 200 guests attended the prestigious event, which saw five national honours presented, along with awards to the top office in each state around Australia.

Eleven agents were recognised with Scenic's Diamond status for 2017 as part of the luxury cruise and tour company's elite partner scheme.

To mark Scenic's 10 year anniversary of river cruise innovation, four special Scenic Enrich awards were also presented to agents in recognition of their support since the first Scenic "Space-Ship" was launched in 2008.

Scenic's Queensland sales development manager (sdm) Sara Puglia was also announced as the company's sdm of the year.



SCENIC'S 2017 Diamond agencies.

AMONG the crowd was David Reyne, Catriona Rowntree and David Whitehill.



ROB Kalembo, Scenic with Dallas Bendt, Scott McGlynn and Melanie Stedman from Helloworld Travel Winston Hills (3rd place, national sales single location) and Anthony Laver, Scenic.



ROB Kalembo, Scenic with Deb Long and Emma Sullivan from Weston Cruise & Travel (Highest sales nationally and 1st place ACT) and Cathy Page, Scenic.



ROB Kalembo from Scenic with TravelManagers' Sandra Reucker (Highest Sales Home Based Agents) and Tanyu Cilek, TravelManagers.



SCENIC Butlers putting on a performance for the audience of over 200 trade partners.



MARK Camilleri, Michelle Ashcroft, Laura Zorzi, Chris Jones, Megan Hermann and Michelle Mickan of Phil Hoffman Travel.



ROB Kalembo, Scenic with Carol Shaw, Tour De Force Travel (1st place, National Consultant Award Australia) and Anthony Laver, Scenic Australia.



ROB Kalembo, Leanne Willmot and Sara Puglia from Scenic, awarding Cathy, Charlene and Daniella from Helloworld Strathpine (1st place for Sales in Queensland).



ANTHONY Laver and Anna Wolfsteiner of Scenic awarding Narelle Gregory, Helloworld Travel Bateau Bay, with a Mekong Cruise.



STEVE Labrovski, Sue Todorovski & Emily Kadinski from itravel.



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.

Colette Garnsey has joined **The Flight Centre Travel Group** as a Non-Executive Director, bringing with her a wealth of senior managerial experience which has included stints at David Jones, Pacific Brands and Premier Investments.

A new Business Development Manager for NSW and ACT has been installed at **Ponant** following the appointment of **Debra Kearney** to the role. She will be based in the cruise company's North Sydney office and will be charged with nurturing key trade partner relationships.

Tim Smith will take on a newly-created role with **Tramada** after the company announced he will be the company's new Sales and Account Manager. Smith arrives with previous travel experience including roles with Horizons Group Travel and Flight Centre.

Lufthansa has appointed **Christina Forster** as the new Chief Executive Officer of its subsidiary Brussels Airlines. She will replace Bernard Gustin in the role from 01 Apr. She will become the only female top exec of a major western airline after Carolyn McCall left easyJet.

John Constable has been revealed as **Helloworld's** Group General Manager - Retail and Commercial. The newly-created position will see Constable head up the company's retail and commercial operations. He joins following a 12-year stint at STA Travel in the UK.

Travellers Choice has named **Paula Moylan** to the role of BDM NSW & ACT. She has more than 20 years of experience in the travel industry and will be based in the Sydney office. Moylan joins from Qantas Holidays.

Helloworld Travel Limited's corporate travel management arm **QBT** has recruited former BCD Travel Director of Sales, APAC **Julie O'Leary** to the position of Account Manager Vic, WA & SA. Further, QBT has named **Jenny Watson** as a new Account Manager, Victoria. Watson has spent the past 22 years managing the travel category for organisations such as Siemens, APA Group, RMIT, Wesfarmers and John Holland.

Epic pass push

PERISHER is reminding ski travellers that there is still time to save money by purchasing its Epic Australia Pass for 2018.

The Pass is priced at \$819 for adults and \$462 for students with a required \$49 up-front fee.

Price rise takes effect 26 Feb - for more details, **CLICK HERE**.

LH preferred seats

LUFTHANSA has announced it is now offering "preferred seat zones" for passengers on long-haul flights - seating that is positioned closer to the exits and therefore quicker to disembark on landing.

Bookings for the seats are available for travel from 07 Mar.

State of the industry

TOURISM contributed \$55.3 billion to Australia's economy in 2016-17, according to Tourism Research Australia's latest State of the Industry report.

Interestingly, domestic tourists spent more cash while on holiday than international visitors did, outspending them by a factor of two-to-one.

During the same period \$16.4 billion was spent on commercial accommodation, totalling 306 million nights paid for across a range of accommodation types.

The biggest gains were made in the hotel sector, as well as the rented apartment space.

Flights into Australia for 2016/17 totalled 97,000, with more than 20.2 million visitors carried in that time.

View the full report **HERE**.

New Tas cellar doors

THE Clover Hill cellar door has opened in Lebrina, Tasmania.

Situated in one of the state's premium sparkling wine regions, Clover Hill is noted for using many different types of champagne grapes in the cultivation of chardonnay, pinot noir and pinot meunier.

Tasting bar, VIP room and lounge area are all features inside the new \$2 million space.

Emirates special

EMIRATES is currently running a promotion on return Economy air fares to Europe ending 27 Feb.

Deals include return Economy pp to Dublin for \$1,129, \$1,189 to London, \$1,249 to Amsterdam and \$1,259 to Paris.

For more info call 1300 303 777.



This month *Travel Daily* and Centara Hotels & Resorts are teaming up to give readers a chance to win an escape to Thailand.

The prize

Return flights to Bangkok and seven nights accommodation at Centara Grand in Bangkok and Krabi for two.

How to win

1 Head to centarahotelsresorts.com/b2b to check out all the key selling points and amazing destinations that Centara has to offer your clients.

2 Send us your 3 favourite Centara selling points along with a picture or meme of you enjoying your ultimate Centara moment. The most imaginative entry will win. Send your entries to centara@traveldaily.com.au

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**BID MANAGER
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Very rare opportunity with a leading TMC that is seeing extreme growth in 2017. Based in the CBD, we are on the hunt for an experienced Bid Writer/Manager to join their team. You will have experience in a similar role and if you are Shipley trained this will be held in high regard. Office located close to public transport, career progression is definitely something this company promotes. Please call for more information.

BE CREATIVE

**MARKETING MANAGER – PR AND PARTNERSHIPS
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Rare opportunity to join a growing and exciting brand, with over 20 offices globally opportunities could be endless. We are searching for a strong marketer who is confident approaching partners to sell the value proposition for this organization and also work with a PR agency or if you have the PR contacts do this in-house. This company offers a great working culture with an inspiring management team. Please call for a confidential chat.

HERE'S YOUR CHANCE TO STEP UP

**GM -CORPORATE TRAVEL DIVISION
SYDNEY - SALARY \$130K DOE plus plus**

This role will see you take ownership of your own department, lead this growing division to greater growth in 2018. You will be responsible for managing the P & L so experience in this area is essential. Look after the whole operation from Sales, Account Management to Consultants. If you are looking for a step up and have worked across different areas in a TMC this could be your next step, please call for a confidential chat.

CALLING ALL TRAMADA FINANCE EXPERTS

**FINANCE MANAGER
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