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## 2018 starts strong for HLO

HELLOWORLD Travel has had a healthy beginning to 2018, with chief executive officer Andrew Burnes last night saying Jan had been a "pretty good month" for the company as he thanked suppliers for their support.

He was echoing comments by HLO executive director Cinzia Burnes at a preferred partner gathering, which encompassed industry suppliers right across the company's inbound, wholesale and outbound divisions.

"We continue to have very strong performance in the inbound division, it's very, very strong," Cinzia Burnes said.

Last night marked exactly two years and eight days since the Burnes' acquired 40% of HLO, and Cinzia said restructuring over that period was now seeing everything approached on a group-wide basis - hence the combined

inbound and outbound gathering.

Andrew Burnes noted the proliferation of Helloworld advertising which was continuing to drive demand for suppliers and agents, while the event also saw the introduction of the company's new group general manager John Constable (TD Tue) who officially starts next Mon, as well as HLO's NZ head Simon McKearney.

A sombre moment saw Andrew Burnes toast the late Barry Matters, former APT md (TD Mon), whose life will be celebrated in a funeral service in Melbourne today.

More from HLO on page 3.

### Mauritius incentive

LUX\* Resorts & Hotels has partnered with Air Mauritius to launch an incentive which will give eight lucky Aussie travel consultants a spot on a luxury family to Mauritius.

Every booking made at any LUX\* resort in Mauritius between 10 Feb and 31 Mar will receive an entry in the draw, with winners to be selected in Apr.

For more details see page 7.

### Today's issue of TD

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

- Lux Island Resorts
- Travel Trade Recruitment

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## HU Europe assault

**HAINAN** Airlines is making an aggressive push into Europe, with plans revealed by the carrier to add four new long-haul routes, staggered to begin from Mar-Dec.

According to HU's proposal to the Civil Aviation Authority of China, the codeshare partner of Virgin Australia (to New Zealand) will offer thrice weekly Boeing 787 *Dreamliner* services on the Changsha-London route from Mar.

From Jun, Hainan Airlines wants to commence a triangular service between Beijing-Edinburgh-Dublin, operating twice weekly using Airbus A330s and 787s, coupled with a reverse service using the same frequency and aircraft combination.

In Dec, HU also intends on flying thrice weekly from Guangzhou to Manchester using 787s.

Hainan Airlines currently operates six routes between China and Australia to Melbourne, Sydney and Brisbane.

## SeaLink leadership rejig

**SEALINK** Travel Group has undergone an organisational restructure which sees three key leaders spearhead the firm's new "One Sealink" strategic plan.

Reporting to recently appointed chief operating officer Anthony Hayes, the new structure will see Donna Gauci, Richard Doyle and Paul Victory elevated to new roles.

Previously general manager,

SeaLink South Australia, Gauci has been appointed as gm brand and customer experience.

Doyle, formerly head of int'l sales & marketing for Captain Cook Cruises and SeaLink, has had his role expanded in the capacity as general manager global sales and distribution.

GM SeaLink Queensland and NT, Victory, now takes on the position of gm business growth and innovation, working closely with the group's regional gms.

CEO and md Jeff Ellison said the restructure would provide SeaLink with an enhanced focus on sales and marketing, customer service, product development and new business opportunities across all seven business units.

Ellison said that the strategy will "help us deliver our aggressive growth plans" and benefit its customers "and make it easier for trade partners to work with us".

## Kansai down under

**A DELEGATION** of tourism and transport officials from Japan's Kansai region will be conducting a tourism promotion in Sydney and Melbourne from 10 to 13 Feb, capitalising on Qantas' newly launched Sydney-Osaka service.

Kansai Tourism Bureau is leading the events, which include a presence at the Sydney travel expo at the Sydney Showground this weekend and seminars in both cities on Mon and Tue.

## SQ 787-10 to KIX

**SINGAPORE** Airlines has revealed it will deploy brand new Boeing 787-10 *Dreamliner* aircraft on the Singapore-Osaka (KIX) route commencing in May.

SIA will be the first airline to operate the 787-10 and has 49 firm orders for the fuel-efficient, carbon composite jet.

It will be configured with 337 seats in two classes - 36 up the front in Business and the rest in an Economy class cabin.

Prior to the commencement of scheduled services, the 787-10 will be used by SQ on select flights to Bangkok & Kuala Lumpur for crew training purposes.

## Economy fares soar

**RESTRICTED** domestic Economy class fares are up nearly 20 index points this month compared to last Feb, new govt data shows.

The Domestic Air Fares index shows the category is now at an index level of 98.6, up from 79.7.

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## HLO introduces the team



**HELLOWORLD** Travel hosted its outbound and inbound supplier partners at a cocktail reception in Sydney last night (see **page 1**), with the event providing an opportunity to introduce the company's newly appointed group general manager of retail and commercial, John Constable.

Also present was Simon McKearney, head of HLO's operations in New Zealand who

took the opportunity to address the crowd and speak about his aspirations to boost links with many of the suppliers present.

Helloworld Travel ceo Andrew Burnes and executive director Cinzia Burnes, both of whom also spoke at the event, are **pictured** above with Constable (left) and McKearney.

Lots more party pictures at [facebook.com/traveldaily](https://facebook.com/traveldaily).

## Silversea trade push

**SILVERSEA** Cruises is now providing travel agent details on direct mail collateral, with any destination brochures sent to clients from the company's regional head office to feature the contact information of the consultant that booked the passenger's last Silversea voyage.

The initiative reinforces Silversea's support to trade partners, with md Amber Wilson saying the "personalised touch not only builds relationships between agents and their clients but ensures that customers can contact their travel professional quickly and efficiently".

The agent information will be included in upcoming Alaska and *Silver Muse* brochures which are expected to be available this week, Wilson said.

"We are dedicated to supporting our trade partners, who we hope will also benefit from repeat business," she added.



## Window Seat

**JOHN** Constable, Helloworld Travel's new group gm of retail and commercial (**TD Tue**) was introduced to the company's key supplier partners last night at an event in Sydney.

It's a major move for Constable, who has relocated to Australia from the UK with his family, including four children who started at their new schools this week.

However he's no stranger to Australian shores, having been here many times during his former London-based role as global head of STA Travel.

He told the HLO crowd that after he landed in Melbourne on 02 Jan the immigration officer wryly noted that "after 58 visits you've finally decided to stay here permanently".



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Find out what is really going on with the Magellan sale to Helloworld in the February issue of *travelBulletin*.

**CLICK HERE** to read  
**travelBulletin**

## Viking expedition?

**VIKING** Cruises is staying tight-lipped on if it will move into expedition cruising, with Viking Cruises senior vp marketing Richard Marnell outlining to **TD** today what is next to come for Viking falls into two categories.

The first Marnell said was "a continuation of the great things that we've done on rivers and oceans" and the second, cannot yet be disclosed.

Marnell is down under ahead for the debut of Viking's ocean cruises in Australia, with *Viking Sun* set to make its maiden call into Sydney Harbour tomorrow.

*Sun* is arriving on Viking's first world cruise, sailing from Miami-London on an 141-day itinerary.

Marnell hailed the arrival as "a wonderful achievement for Viking as a company".

Viking has invited about 1,200 agents on board *Viking Sun* during its first visit to Australia.

## OzFocus branches into the Barossa Valley



**DOZENS** of dedicated trade partners turned out en mass for the recent OzFocus South Australia function last month.

The event was held in the stunning Barossa Valley (**pictured**), where 25 travel agents faced brutally hot conditions - 46°C heat!

Training was conducted by six suppliers in the morning, followed by well-earned wine tasting in the afternoon.

### BUSINESS DEVELOPMENT EXECUTIVE OPPORTUNITIES

Two opportunities exist for experienced Business Development Executives to join Qantas Holidays, Sunlover Holidays, and our associated brands with roles **based in Sydney and South-east Queensland**.

Qantas Holidays & Viva! Holidays is seeking a motivated and self-driven Business Development Executive with the desire to achieve and reach sales targets. This role is responsible for driving existing and new trade business for Qantas Holidays, Viva! Holidays, Sunlover Holidays, Territory Discoveries, The Cruise Team, Seven Oceans Cruising, Ready Rooms, Rail Tickets, Insider Journeys and Feejee Experience.

Reporting to the State Sales Manager, this role will play an important part in the execution of our future strategy and our wider business plans.

To be successful in this role you will be an experienced travel industry sales expert who is highly personable and quick to form strong and enduring trade business partnerships. In addition you will have excellent business acumen combined with strong communication skills.

Please apply by email with your preferred location along with a covering letter and a full Curriculum Vitae to [careers@helloworld.com.au](mailto:careers@helloworld.com.au)

Applications close 16 FEB 2018

Only successful applicants will be contacted.



## Marvel NZ brochure

**TRAVEL** deep into the heart of New Zealand with Travelmarvel's new 2018/19 brochure.

The newly released brochure features a number of discovery options across both islands as well as an earlybird 2-for-1 airfare deal when booking by 31 Jul.

New options include a 15-day New Zealand Getaway itinerary that includes cruising along the Bay of Islands, visiting Aoraki Mt Cook National Park and bungee jumping in Queenstown.

The trip starts from \$4,795pp - **CLICK HERE** to view the program.

## BH&G on Solstice

**SEVEN** Network's lifestyle TV show *Better Homes and Gardens* will feature a segment onboard *Celebrity Solstice* tonight.

The story will feature celebrity chef Ed "Fast Ed" Halmagyi and Jason Hodges having the time of their life on a cruise.

*Better Homes & Gardens* will air at 7pm, prior to Channel Seven's Winter Olympics coverage.

## TW push for flights

**TOURISM** Whitsundays ceo Craig Turner says he is keen to find a solution to reinstate domestic flights from Brisbane to the iconic tourist destination.

His comment comes following Tigerair's decision to suspend its Brisbane to Whitsundays flights from 01 Mar (**TD** yesterday).

Turner said he was confident that the tourism body would be able to find a solution with Tigerair to reinstate the flights.

He added that last year, over 750,000 tourists visited the area.

## VA trims SYD/CHC

**VIRGIN** Australia had issued a waiver code BW000089 due to a seasonal reduction of services between Sydney & Christchurch.

The code is valid for bookings made prior to 25 Jan 2018 for travel between the end of Mar until early Dec 2018.

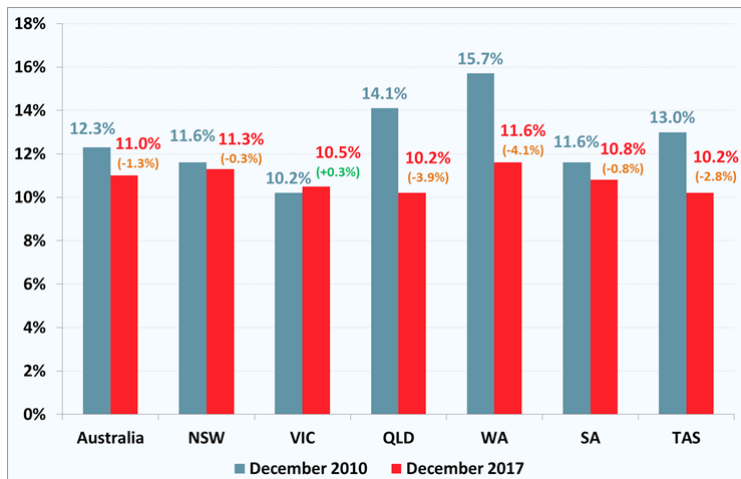
Passengers booked on VA138/VA135 can be moved to alternate flights including with Air New Zealand - **CLICK HERE** for more.



Friday 9th February 2018

## CORPORATE UPDATE

### Business air travel down



**RECENT** research from Roy Morgan has revealed that business travel within Australia has declined since the end of the mining boom.

Comparing 2010 to 2017, (as pictured above) Roy Morgan found there had been a drop of 1.3% over that time frame to 2.2 million business pax.

Western Australia (-4.1%) and Queensland (-3.9%) witnessed the biggest decreases due to a fall in fly-in fly-out workers.

Despite a decline in business travel, Queensland and Western Australia still remain the two states with the most people who travel for business with 14.1% and 15.7% respectively.

Tasmania (-2.8%) was the only

other state higher than the national average of -1.3%, when comparing 2010 to 2017.

Victoria - the second most populated state - was the only state to buck the trend, with an increase of 0.3% from 10.2% to 10.5% over the surveyed period.

Roy Morgan ceo Michele Levine said end of the mining boom hit airline flying to WA, with the carriers not being able to make up the loss elsewhere.

"Although the overall number of business air travellers around Australia was relatively unchanged over the past seven years, far more business pax, now 29.3% up 4.4%, are heading to NSW."

Victoria was the second most popular destination at 22.8%.

## Star Alliance digital

**STAR** Alliance has launched a Digital Services Platform (DSP) in the first step to an overall enhancement of digital and mobile services offered to customers travelling across its 28 member airlines.

The scheme was developed with global professional services company Accenture as part of the alliance's strategy to improve a customer's journey.

The DSP gathers data from an airline or third-party source and makes it available to all Star members, allowing them to build it into their own customer-facing digital applications.

The long-term aim is to allow pax to use any member airline website to obtain info they need when flying on multiple Star Alliance carriers.

## QF, TWA pop-up

**QANTAS** and Tourism Western Australia are giving Victorians the opportunity to experience WA's scenery, culture and food and wine without leaving Melbourne.

The airline and tourism board will host a three-day pop up event in Federation Square on Tue 13 Feb to Thu 15 Feb.

Presented by Qantas cabin crew, attractions in the display include a workspace, a chocolatier, as well as free beer, wine and food.

The initiative aims to promote QF's new MEL/PER/LHR route.

## FJ Otter delivery

**FIJI** Airways has taken delivery of its second brand new Viking DHC-6 Series 400 Twin Otter aircraft for its Fiji Link fleet which will enter service by 19 Feb.

**CAPA**  
CENTRE FOR AVIATION

## CAPA Insights

CAPA Centre for Aviation today offers its latest exclusive infographic, presenting insight from its own data and external sources.



**QANTAS** announced recently it would base six of its Boeing 787-9 at Brisbane International Airport, making this the official hub of the airline's new aircraft. From 01 Sep 2018, Qantas will utilise the equipment for services from Brisbane to Los Angeles and onto New York JFK. The 787-9's will equate to 56% of seats on the route however as the aircraft are much smaller than the current 747's on the route, even with increasing frequencies Brisbane only stands to gain a capacity increase of 2.2%.

These aren't the first of this aircraft type to service Brisbane, with Etihad already available and Air Canada launching in Mar 2018.

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Travel Daily



## Travel Specials

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

The **Anam Cam Ranh** in Vietnam's Nha Trang has an industry rate promo running from 01 Mar to 20 Dec that offers free upgrades on rooms and 25% discounts on spa services, airport transfer and F&B services. Bookings can be made **HERE** and must quote "IND Special offer".

An opening 25% discount special at the new **Vibe Hotel North Sydney** will be in place from early Apr. The deal is valid from \$135 per night. The hotel forms part of the re-imagined Northpoint, offering guests a casual dining atrium and rooftop pool and bar. View the special **HERE**.

The **Capella Singapore** is promoting a new summer special with an additional benefit of two-way airport transfers (min two night stay). The offer is valid for stays between 25 Feb and 30 Jun. A 20% commission is in place for travel agent bookings. View the deal **HERE**.

Earlybird deals are on offer with **Star Clippers** on cruises to both Indonesia and the Mediterranean. Dates of departures are from Apr to Oct and bookings must be made before 31 Mar. More details **HERE**.

## Brexit inbound woe

**THE** European Tourism Association's (ETOA) ceo Tom Jenkins has told the EU Internal Market Sub-Committee that Brexit has already damaged the UK's reputation as an attractive place to visit, claiming the "atmosphere had soured" since the vote to leave the EU.

"We are seeing...a borderless market in Europe for travel...the UK will be left out," he said.

## Bermuda visits soar

**THE** North Atlantic island of Bermuda recorded the most tourist visitors in a calendar year.

Total arrivals for 2017 was 692,947, the best figures since the British territory began keeping tourist records in 1965.

The results follow a renewed push by the Bermuda Tourism Authority to up tourism in 2014.

## LH unveil new logo

**LUFTHANSA** introduced a new brand image this week which includes a change of logo.

The German carrier has dropped the yellow in exchange for a simpler colour scheme, one its chairman Carsten Spohr believes reflects a "more modern and successful" look for the brand.

Lufthansa's rebrand coincides with the start of the airline's new #SayYesToTheWorld brand campaign, questioning familiar ways of thinking and habits.

The new modern look of the LH tail-fin logo is **pictured** below.



## Cordis Akl expands

**LANGHAM** Hospitality Group has revealed that its Cordis, Auckland hotel will be expanded to a total of 650 rooms, the highest room count for any property in New Zealand.

Slated to be completed by 2020, the multimillion dollar refurbishment will add a new 16-storey tower, 250 rooms, a new club lounge, event spaces, restaurants and bars.

Langham is confident of having the hotel operational for The America's Cup in 2021.

## GA maintains 5-star

**INTERNATIONAL** air transport rating organisation Skytrax has certified Garuda Indonesia as a five-star airline for 2018.

This is the fourth consecutive year Garuda has been certified.

## The pile high club

**A STUDY** recently conducted by British Airways asking Australians about their travel habits has revealed that Aussies view eating and drinking as one of the major virtues of flying.

The survey canvassed the opinions of 1,000 Australians, with 44% saying they enjoy consuming their food and drink as soon as possible, while 62% admitted to partaking in snacks they wouldn't normally eat on terra firma.

These foods typically include nuts, pretzels, cheese and biscuits, sweets and crisps.

Aussies' preference for snack treats may actually be linked with the act of flying itself BA claim.

"During a flight...reduced oxygen levels & low humidity... means we crave (snacks)," said BA's rgm SWP, Nicole Backo.



Win an escape to Thailand

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

- Head to [centarahotelsresorts.com/b2b](http://centarahotelsresorts.com/b2b) to check out all the key selling points and amazing destinations that Centara has to offer your clients.
- 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](mailto:centara@traveldaily.com.au)







# WIN A ROYAL HOLIDAY



LUX\* Resorts & Hotels in partnership with Air Mauritius is launching a special travel agent incentive. This is your chance to win a once in a lifetime spot on a luxury familiarisation trip to Mauritius. 8 spots up for grabs!!

For every booking made at any LUX\* Resorts in Mauritius between 10 February and 31 March 2018, be rewarded with an entry in the draw. The more bookings made, the greater your chance of winning.

## **Familiarisation trip to include:**

- ♦ Return economy class tickets on Air Mauritius (taxes not included)
- ♦ 6 nights all-inclusive stay in our LUX\* properties in Mauritius
- ♦ Return transfers in Mauritius to and from the airport

## **Terms and Conditions:**

- Every booking made at any LUX\* Resorts in Mauritius through our reservation department from 10 February 2018 to 31 March 2018 (inclusive) will be eligible for the prize draw on 06 April 2018.
- Bookings can be done via any Tour Operators featuring our hotel.
- Once the booking is sent to the Tour Operator, record the details on the following dedicated website: [luxresorts.com/au/travel-agents.aspx](http://luxresorts.com/au/travel-agents.aspx)
- The familiarisation trip prize draw will be conducted according to the number of bookings registered on this dedicated website.
- Prizes are not transferable. Spots for the familiarisation trip will be drawn on 06 April 2018 and agents notified accordingly.
- Incentive open for all agents in Australia only.
- Familiarisation trip to Mauritius will take place between 24 April 2018 and 13 June 2018.
- Air Taxes to be paid by participants. Any travel between East Coast and Perth would need to be supported by the participant.

For any further information, please contact:  
Kareen Rault  
Sales Manager  
Tel: +230 698 9800  
Email: [kareen.rault@luxresorts.com](mailto:kareen.rault@luxresorts.com)

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### Accommodation Consultant

**Sydney, Circa \$45k + Super, Ref: 3240SO104**

Working for a fast growing and fun business that require a couple of additional consultants to join their diverse and supportive team. You will be predominantly working with an array of luxury accommodation across Australia and world-wide to book their dream hotels. With an events division you will be assisting everyone from the blushing bride and groom for their perfect wedding, to prestigious black tie corporate functions. Join this friendly and exciting business and never look back!

For more information please call Sasha on (02) 9119 8744 or click [APPLY](#) now.

### Retail Travel Consultant

**Sydney, \$40-\$50k + Uncapped Commission, Ref: 7819AJ1**

An exciting role within the retail sector has just opened up which is ideal for those looking to make a change in 2018 and further their career within the travel industry. Based in the heart of the CBD, you can look forward to servicing high end clientele and constant enquiry. You will have exceptional customer service as well as the confidence to work both independently and in a team environment. An experienced consultant hungry for success will flourish in this environment.

For more information please call Antony on (02) 9119 8744 or click [APPLY](#) now.

### Corporate Travel Consultant

**Brisbane, \$55k base + incentives, Ref: 3233SZ1**

A leading TMC is on the hunt for an exp. consultant to step into the world of corporate! If you have a min of 3 years' experience in the leisure sector as a consultant with solid systems & GDS knowledge and looking for a chance to step into corporate, then this could be for you! My clients have a huge focus on customer care within this particular role & would want someone that has a proven background in going above & beyond whilst working towards KPI targets. Average earning \$75k per year.

For more information please call Serena on (07) 3123 6107 or click [APPLY](#) now.

### Product Manager

**Melbourne, Competitive Salary + Super, Ref: 1241CGA1**

A rare travel industry Product Manager position has opened in Melbourne. My client is seeking an exceptionally driven and motivated Product Manager to be part of this fast pace & growing business. The overall purpose of this position is to generate profitable revenue by developing & managing products. You will have destination knowledge and professional travel in India. Monday – Friday working hours. If you are a quick learner & show excellent attention to detail this is the role for you.

For more information please call Courtney on (03) 9988 0616 or click [APPLY](#) now.

### Music Bands Touring Travel Consultant

**Brisbane, \$50-55k + Super, Ref: 2032AW1**

This exciting organisation works with in the event management space and has some very high profile and interesting clients. They work from very funky modern offices where the nature of the really cool events they book, are reflected in the décor. You will be working with some of Australia's top bands to manage their travel bookings and you will never have the same issues to deal with twice. There is so much variety in this role and you will be supporting an overseas function.

For more information please call Sasha on (02) 9119 8744 or click [APPLY](#) now.

### Travel Product Coordinator

**Brisbane, \$50-55k + Super, Ref: 2032AW1**

We are looking for a motivated, full time Product Coordinator to work within our head office. Consulting with both the Product and Marketing Manager and the General Manager, you will provide coordination, assistance and support to obtain, contract, load and distribute relevant product. You will also be responsible for building and growing relationships with our suppliers. If you have previously worked in a marketing or product role, or looking to step up from a consulting role - APPLY NOW!

For more information please call Amanda on (07) 3123 6107 or click [APPLY](#) now.

### Groups Coordinator

**Melbourne, \$55-\$60k + Super, Ref: 3271HC1**

Our client is looking for a group travel professional with corporate, incentives & groups experience to join a fantastic TMC in Melbourne. The successful candidate will ideally have a good telephone manner with excellent people and customer service skills. You will be experienced in the travel industry and have exposure to group reservations & corporate experience. You should have a passion to succeed and be keen to continue your career as this company encourages career development.

For more information please call Hannah on (03) 9988 0616 or click [APPLY](#) now.

### Leisure Travel Team Leader

**Perth, Competitive, Ref: 3250SJ2**

A fantastic opportunity to work within a leading travel company as their Team Leader. This team of experienced consultants are looking for a motivated & proactive leader. You will ideally have excellent experience in people and sales management as well as a passion for travel & cruise. This is a varied role involving strategy and change management. It is a great chance to focus purely on management in the travel industry. A great salary, plus bonuses, modern offices & a central location.

For more information please call Sarah on (02) 9119 8744 or click [APPLY](#) now.



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