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Travel Daily

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Monday 22nd January 2018

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UA SYD/IAH debut

UNITED Airlines is celebrating the launch of its new daily Sydney-Houston route which debuted on Sat, today promoting the service's greater connections to destinations in the Caribbean and Central America - more on the cover wrap and on page five.



Magellan founder speaks out

EXCLUSIVE

KEVIN Dale, who established the Magellan Travel Group ten years ago alongside Andrew and Trevor Jones, has expressed his dismay at the handling of the network's sale to Helloworld, penning an open letter which is featured in *Travel Daily* today.

Dale was a director of Magellan until mid-last year when he retired, selling his shares in the business for \$750,000 to ceo Andrew Macfarlane (*TD* 14 Sep).

His letter reflects on a pledge by the group's founders that the chain "would never be sold without members' approval.

"They said this loud and often... over the ensuing ten years, I

Today's issue of TD

Travel Daily today has six pages of news and photos, including a front cover wrap for United plus a full page from:

• AA Appointments jobs

watched proudly as our vision attracted many other agents and Magellan grew to be a respected, happy and prosperous group."

Dale says he, like the majority of the Magellan network, was shocked to hear of the group's sale to Helloworld just days before Christmas.

"There was no consultation with members. It was sprung on them," he wrote, with the vast bulk of the \$30 million-plus sale proceeds to go to the directors.

"As as result Magellan is now riven with dissension, cynicism, anger and disillusionment.

"How could the idealism of the three founders come to this?"

Dale's full letter can be seen on page four of today's *TD*.

Tomorrow Magellan members will gather in Melbourne to discuss the deal (*TD* Fri), with Helloworld previously saying the transaction was "expected to complete in early January 2018".

Chimu names gm

CHIMU Adventures has promoted partnerships manager Sarah Baxter to the role of general manager of sales, product and business development.

Baxter joined Chimu in 2012 as the firm's relationship manager, tasked with boosting trade ties.







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VA most punctual

VIRGIN Australia was the most punctual major domestic airline for departures in Dec at 83.2%, 4 points ahead of Qantas, according to the latest Govt stats out today.

MEANWHILE, the IASC today gave VA the nod to codeshare with Virgin Atlantic on the USA route.



NTIA nominations open

AFTA has opened nominations for this year's National Travel Industry Awards (NTIA), which will be held at the Int'l Convention Centre Sydney on Sat 21 Jul (TD breaking news).

This year will involve three different nomination forms.

One will be for travel agents to nominate suppliers, another is for suppliers to nominate travel agents, and the third is for the Emirates Travel Consultant Scholarship, which involves a selfnomination process.

Nominations will only be accepted via the online forms and each nomination will be verified to ensure the validity and eligibility of them.

Trav Choice adds 2

THE Travellers Choice network has welcomed two new members in New South Wales to its national independent retail group in the form of Forward Travel (located in Penshurst, Sydney) and Corowa Travel Link (in regional NSW).

Forward Travel owners David Smyth and Rose Toohey specialise in individually planned journeys, with a focus on adventure travel.

They chose to join Travellers Choice in order to expand their marketing reach and broaden their product offering.

Corowa Travel Link's owner Sue Wynne cited TC's digital and marketing support for members and its tie-up with TripADeal to move ranks (from ATAC).

AFTA will look to grow on the 1,076 nomination the travel body received last year for the industry's night of nights.

The nomination period will run from today until Fri 16 Feb. with nominees to be announced on Mon 12 Mar.

Once the nominees are announced, the voting period will take place from 13 Mar until Thu 29 Mar, before the finalists are announced on Thu 03 May.

For more information on the NTIA, award sponsors, categories, category criteria or to complete a nomination form visit the AFTA website HERE.

Travel Pages 2018

THE Business Publishing Group is proud to announce the release of AFTA Travel Pages 2018 - the official guide of the Australian Federation of Travel Agents.

The completely revamped and updated publication is a glossy magazine being distributed to AFTA members and key industry stakeholders, with expert commentary, destination updates and a new Supplier Directory, providing a comprehensive guide to travel industry suppliers.

Copies of AFTA Travel Pages 2018 can be purchased online at subs.traveldaily.com.au, and a flipbook version is available for viewing at travelbulletin.com.au.



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Aussies flock to Japan

AUSTRALIANS heading to Japan jumped 14% to 29,200 in Nov 2017 according to visitor data released by the Australian Bureau of Statistics on Fri.

The figures show an improvement from the 23,300



European River Cruising Preview 2019 Out Now!



Brochure in store

CLICK FOR NEW BROCHURE > who visited Japan in Nov 2016. A total of 776,900 tourists (original number) entered Australia in Nov, which was up 720.500 who arrived in Nov 2016.

New Zealanders were once again the largest group to visit the country with 114,700 arriving on our door step, followed by 101.400 Chinese tourists.

The Ashes saw arrivals from the UK rise by 10% to 74,800 compared to 67,600 a year ago as they watched their team's demise.

The original data also showed 734,500 Australians returned from an overseas trip throughout the month of Nov.

For Australian holidaymakers, numbers were down to Indonesia in the wake of the volcanic activity of Mount Agung, with arrivals falling 10% to 86,800.

Numbers also fell to the United States, with a drop from 81,200 Aussies returning from US, compared to 90,400 in Nov 2016.

UA adds Premium

UNITED Airlines has confirmed it plans to develop a Premium Economy cabin for its aircraft.

Called Premium Plus, customers will receive bigger seats, free alcoholic drinks, an amenity kit, Saks Fifth Avenue blanket and pillow and free meals.

The Star Alliance member will reveal full details over the next few months on what aircraft will offer the product and what int'l routes they will operate on.



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travel Bulletin Travel Daily

144-hr visa-free

THE Ministry of Public Security of the People's Republic of China has expanded its six-day visa-free program for the provinces of Beijing, Tianjin and Hebei.

Unveiled just before the new year, the program is available to foreign citizens of 53 countries, including Australian passport holders, arriving by air, train or cruise at six locations.

Those being Beijing Capital Int'l Airport, Railway West Station, Tianjin Binhai Int'l Airport, Tianjin Internaitonal Cruise Homeport, Shijiazhuang Zhengding Int'l Airport in Hebei Province and Qinhuangdao Harbor.

Travellers will require a valid travel itinerary and an onward connecting ticket to obtain approval for the 144-hr free visa.

Beijing had a similar 72-hr visa-free transit program in place since 2013, with take-up topping 26,000 in 2016, an increase of 32% on the preceding year.

Shanghai and the neighbouring provinces of Zhejiang & Jiangsu rolled out the six-day visa-free program back in Jan 2016.

Kabul hotel attack

HOTEL Inter-Continental Kabul was the unfortunate setting of a 13-hour siege over the weekend which saw Taliban militants storm the hotel and leave 18 people dead, including 14 foreigners.

The hotel, which is unaligned to IHG, is believed to have been targeted as it is a popular choice for foreign nationals and Afghans.



Window

ALTHOUGH it's a popular pastime for many Aussies to blast the weather forecast for being inaccurate, it seems the Sunshine State's tourism authorities may now be taking its criticism a bridge too far.

Queensland Tourism Industry Council (QTIC) has requested the Bureau of Meteorology change the terms "partly cloudy" and "chance of rain" to "mostly sunny" and "likely sunshine" in a bid to improve its image with tourists.

Other requests included spinning the words "showers" and "overcast" to "cooling down rain" and "cool day".

It appears the state's tourism agenda wants visitors to come to Queensland rain, hail or shine, or as the QTIC now refers to it, "refreshing, crisp or paradise".

Mortimer program

AURORA Expeditions has introduced its inaugural 2019/2020 polar season itinerary for the company's newest expedition ship, Greg Mortimer.

The new addition will make its debut traversing waters near Antarctica in Oct 2019 before exploring a host of northern locations such as Greenland, Iceland and Norway.

Bookings for the new packages go on sale from today.



Free Information Events



Register now to attend our January & February Events in Mornington Peninsula, Noosa, Sydney, Melbourne & Brisbane

REGISTER FOR AN EVENT



Open letter on Magellan

MAGELLAN founder and past director Kevin Dale has penned an open letter on the group's planned sale to Helloworld. His letter appears here in full:

A DECADE ago, three travel agents came together to found a new travel group.

They were united by deep disillusionment over successive sales of Australia's major travel agency chains to public companies.

The members of those chains had no say in this process, and yet it was their success that made the chains attractive to the public companies.

Without consultation, the management of the chains sold the fruits of the agents' labours and kept the proceeds for themselves.

The three agents pledged their new chain, which they called Magellan Travel, would never be sold without members' approval.

They said this loud and often. Just as loudly and just as often, they pledged a transparent system of distributing income – 85% to all members; 15% to the founders.

I know all this because I was one of those three agents and, over the ensuing 10 years, I watched proudly as our vision attracted many other agents and Magellan grew to be a respected, happy and prosperous group.

Then, on the Friday before Christmas, the directors finalised an agreement to sell Magellan to Helloworld.

This was a great shock to me. There was no consultation with members. It was sprung on them.

And in stark contrast to the accepted 85-15 split of income, the vast bulk of the \$30 million-plus sale proceeds were to go to the directors.

As a result, Magellan is now riven with dissension, cynicism, anger and disillusionment.

How could the idealism of the three founders come to

I will give my views on this distressing situation in some detail in the next issue of Travel Bulletin.

In the meantime, I believe tomorrow's meeting of Magellan agents must decide:

- 1) the proposed sale will only go ahead if supported by a majority of members
- 2) the proceeds of any sale will be distributed 85% (members) 15% (directors).

Kevin Dale

Magellan founder and director, 2008 - 30 Jun 2017.

YVR, Canada MoU

VANCOUVER Airport Authority & Destination Canada have inked an agreement to work collectively on air service development, tourism & business opportunities for Canada as a whole.

Minister of Small Business and Tourism Bardish Chagger said the Memorandum of Understanding "will help bring more tourists to experience all the great sights and activities our country has become known for around the world".

Elements of the agreement include joint marketing campaigns and sharing research and data insights to attract new flights.

Europcar drivers

VEHICLE rental firm Europear has introduced chauffeur services in some European countries ahead of a rollout network-wide.

Dubbed Global Driver Services, the chauffeur can be booked for the "first and last kilometres" of a customer's trip.

"This can be used for a quick transfer between the train station and the airport or to factor in a few hours of shopping between two flights," Europear said.

The service, offered through Brunel which Europear bought in 2016, is available in three levels to cater for all budget types.



AIR CANADA

Air Canada are recruiting! Rare jobs avail – act quick Account Sales & Service Specialist

- · Manage incoming Group requests including: quoting, booking, flight and PNR changes/enhancements with constant and proactive communication
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- · Assist with organization sales events including briefings, training, awards and product launches

Revenue Sales Optimization Coordinator

- · Provide strategic reporting and pricing recommendations to the Australia based commercial team
- · Analyse competitor activity, develop fares and tariffs to counteract in consultation with revenue management in Montreal
- Develop working templates and reporting documents for the Travel Agency community, Corporate customers and market share / forecasting analysis

Sales Support Specialist

- The primary responsibility is to manage incoming travel agency enquiries & requests and offer highest level of support and service
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All roles are based in our new offices in Sydney CBD, with Mon-Fri work hours. Travel agency and/or airline experience in similar roles required.

If you feel that you have the suitable skills and experience to do one of these roles, and want to work for an exciting airline and team, please email your CV and Cover Letter outlining your suitability to the chosen role to Fei.Revel@aircanada.ca.

Applications close by COB 2nd Feb.



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New vibes on Tiger

ASPIRING musicians have a chance to have their tracks aired on Tigerair Australia flights under a new promotional campaign.

The budget carrier is looking for unsigned talent to have their original music heard by 600,000 people per month in-flight, plus there's an opportunity to perform at the Airlie Beach Festival of Music for one lucky winner.

The 'Tigertunes' comp runs until 01 Jul - more information **HERE**.

Jamaica emergency

THE Jamaican Govt has declared a state of emergency in the parish of St James, which includes the tourist hub of Montego Bay, in response to rising gun crime.

DFAT has updated its Jamaica warnings for Australian travellers, while the UK's Foriegn Office is advising Britons not to leave their resorts and to take tour operator transfer services to the airport.

Tauck active options

A BATCH of new excursions have been introduced by Tauck on its range of 2018 European Spring river cruise itineraries.

On select voyages, guests now have multiple full-day excursions from which to choose, that best suit their own taste.

Sailing in Apr and May, options include the choice of either a visit & wine tasting in Riquewihr, France or a guided bike ride in Germany's Black Forest as part of the Rhine Enhancement itinerary.

Other new activities Tauck is offering include hiking and onboard stretching classes.

Perth Stadium open

THE \$1.46 billion Optus Stadium and Stadium Park were officially opened in Perth yesterday, with up to 110,000 people touring the city's brand new sports precinct.

The stadium is positioned on the Burswood Peninsula.

Houston service has lift off



UNITED Airlines inaugurated its new Sydney-Houston nonstop service on the weekend, connecting Aussie travellers to the USA's fourth largest city for the first time.

At 13,833kms, it's also United's second-longest route, behind the Singapore-Los Angeles pairing.

Operating on a daily basis using Boeing 787-9 *Dreamliner* aircraft, UA's SYD-IAH route provides new flight options across the United States and into Latin America.

The carrier has timed the Houston service to offer optimal connections to 70+ cities in the US, Canada and Latin America.

The service also complements United's long-running west coast flights from Sydney to Los Angeles, Sydney to San Francisco and Melbourne to Los Angeles.

UA's senior vice president of worldwide sales Dave Hilfman referred to Australia as "one of the most important international markets for United".

Travel Texas' tourism director Brad Smyth said United's new service would result in continued growth from Aussies to the Lone Star state.

Pictured is United's 787-9 *Dreamliner* after touching down in Sydney on Sat.





Travel spend soars

THE travel retail market is predicted to grow to US\$125.1 billion by 2023, according to a new report released by Allied Market Research.

Travel Retail Market by Product and Channel: Global Opportunity Analysis and Industry Forecast, 2017-2023 reports demand for travel retail services will be fuelled by "substantial development of the travel and tourism sector, including medical tourism".

Asia-Pacific was named the largest retail travel market & was heavily dependent on tourism.

AS Paine ops

LOS Angeles, San Francisco and Las Vegas have all been named by Alaska Airlines as destinations it will service from Paine Field Airport in Everett, Washington, when it commences commercial flights from the hub this year.

Located north of Seattle's SEA-TAC int'l airport, Paine Field will be used by AS for 13 daily flights with schedules to be open soon.

Alaska Airlines plans to fly to eight locations from PAE, with other destinations earmarked being Phoenix, Portland, San Diego, San Jose & Orange County.



Travel Management Company (TMC) Relationship Manager

Thrifty Car Rental is a member of the National Roadside and Motorist Association (NRMA) Group of Companies and is the only 100% Australian-owned international car rental brand. We are a master franchise business and a serious industry player with an extensive total fleet of over 15,000 vehicles that includes cars, trucks, 4WD's and buses in more than 180 locations Australia-wide.

Thrifty Car Rental is looking for a TMC Relationship Manager.

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To be successful in the role you will have:

- Minimum 3 years prior B2B sales experience and account management
- · Previous experience in the travel or retail industry would be highly regarded, particularly from within car rental, flights or the hotel sector

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Brochures

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



Great Southern Rail - Australia's Great Train Holidays 2018/19

The Apr 2018-Mar 2019 brochure from Great Southern Rail features a range of new holiday packages and products. It includes information on Off Train Excursions, dining, service levels, travel routes, destinations, Motorail, holiday packages and frequently asked questions. Adventures include trips on the Indian Pacific, The Ghan and The Overland.



Bunnik Tours - Middle East 2018/19

The latest Middle East brochure from Bunnik includes two "in-style" journeys through Egypt and Jordan with stays at some of the most famous palace hotels, resorts and luxury camps. The 10 other classic itineraries cover the region from Egypt and Jordan to Israel, Cyprus, Oman, Turkey and Kenya. Itineraries range from 12 to 25 days in length and the tours all have a maximum group size of 20 passengers.



Evergreen Cruises & Tours - Europe River Cruising Preview 2019

Evergreen Cruise & Tours has released an 84-page preview brochure for the 2019 season featuring 16 European river cruise tours and cruise-only options on sister company Emerald Waterways' ships. Highlights include the 15-day Three Rivers Discovery Cruise on the Rhone, Saone & Douro and the eight-day Secrets of the Douro cruise.

DXB fast lanes

DUBAI International Airport has introduced Princeton Identity's Access500e identity management kiosk module in a new SmartGate designed to speed up passenger security processes.

The biometric security system identifies travellers within one to two seconds and about 100 Access500e products are in operation across DXB's Emirates Airlines terminals (TD 30 Jun).

Kenya Air scam

KENYA Airways has distanced itself from a fraudulent website purporting to offer two free tix.

The airline has reminded its customers that all of its offers are posted on its official website and social media pages.

US parks status

SOME parks in the US National Park System may have areas that remain accessible to visitors despite the US Federal Government shutdown.

For more information head to www.doi.gov/shutdown.

ZQN traffic boost

DOMESTIC traffic at NZ's Queenstown Airport increased by 14% for Dec 2017 when compared to the same period the previous year.

The airport saw 147,563 domestic pax pass through its gates as well 52,519 int'l pax, combining for a total of 200,082 visitors and representing a 13% jump overall on Dec 2016.



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