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## QBT, ITG Indigenous TMC

**HELLOWORLD** Travel Ltd has forged a joint venture between QBT and In Travel Group (ITG) to create a majority Indigenous-owned TMC in Australia called Inspire Travel Management.

In Travel Group is a boutique corporate travel management company with over 30 years' experience in the travel sector, working across areas such as entertainment, mining, sports, resources, music, arts, events, conferences and not-for-profits.

Managed by exec director and founder Dwayne Good, ITG's tie-up with QBT has involved "months of discussion and collaboration" with HLO's Russell Carstensen.

"Having worked in the travel industry for over ten years I can see Indigenous Australians are under-represented and I am

excited & passionate to be working to address that," Good said.

"This collaboration goes further than the obvious long-term employment opportunities for Indigenous people, and will work towards creating Indigenous travel professionals, experts in this industry that currently has very little Aboriginal or Torres Strait Island representation."

Helloworld Travel ceo Andrew Burnes said the group was proud to partner with ITG to create Inspire Travel Management, a platform that will enable HLO to showcase the business' "best practice in the industry in the areas of Indigenous employment and procurement outcomes".

QBT group gm Nick Sutherland said the TMC has "significant ties" with corporate clients who have strong values around CSR and is pleased to work on a new biz that ties in with the Australian Govt Indigenous Procurement Policy.

The new entity will be headed by Good as managing director. Inspired Travel Management will be based in Melbourne and has nine offices around the country.

### Today's issue of TD

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

- inPlace Recruitment
- Fiji Airways
- NTIA People's Choice
- International Womens Day

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## Women's day event

**TRAVEL Daily** is one of the sponsors of the upcoming International Women's Day event hosted by JITO Connected, with bookings for the 08 Mar extravaganza now open - see the last page for more details.

**evergreen**

## European River Cruising Preview 2019 Out Now!



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## Wendy Wu trade focus

THE recent appointment of Steve Richards to head up Wendy Wu Tours in Australia (**TD** 12 Dec 2017) continues the tour operator's strong emphasis on sales through travel agencies in Australia, with group ceo Joe Karbo telling **Travel Daily** "we haven't hit our optimum levels with the trade yet".

London-based Karbo is currently in Sydney, and alongside Richards met with **Travel Daily** yesterday for an exclusive update.

While there is currently a proliferation of low-cost Asia tours in the market, the pair noted this should stimulate the market and provide significant potential to up-sell.

With attractive commission payable along with 'Bambu' loyalty points, Richards said there was a strong upside for agents to book WWT.

## VA ups Fiji capacity

**VIRGIN** Australia yesterday applied to the International Air Services Commission seeking a new allocation of 242 seats per week on the Fiji route.

According to VA's application, the capacity will be used for additional services between Australia & Fiji, operated by either Boeing 737s or Airbus A330s.

Virgin said the capacity would be utilised by its mainline operation for a five year term, and be fulfilled by 31 Jul.

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## Single parent tours

A COLLECTION of tours tailored for solo parents & their children have been unveiled by adventure travel company, Intrepid Travel.

The six trips have been designed for what Intrepid refers to as the "forgotten demographic" of single parent families, which accounts for 15% of Aussie families.

Intrepid's brand manager of family adventures Dyan McKie said most family holiday packages are advertised for two adults and two children.

"In many ways this assumption is archaic and doesn't reflect today's families," McKie said, adding that "solo parents have been ignored for too long".

He said that 16% of Intrepid's existing family holiday bookings were single parents and their kids, and there's been increased demand from solo parents.

New tours to destinations that are easier for solo parents, "who otherwise may feel intimidated to travel to...alone with their children", include locations such as Costa Rica, Thailand, Northern India, Egypt, Vietnam & Morocco.

For info on Intrepid's solo parent & family trips in 2018, **CLICK HERE**.

Wendy Wu Tours

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## SPTC foodie trips

**SIX** new gastronomic tours of Spain's top culinary centres have been introduced by Spain & Portugal Travel Connection.

The itineraries include dining in Michelin-starred restaurants and cooking demonstrations, and vary from three-to seven-days duration and focus on San Sebastian, Seville and Mallorca.

Prices start at \$1,171pp for the three-day Essential Seville tour.

See [www.spanishtravel.com.au](http://www.spanishtravel.com.au).

## Venture America

**THE** 2018/19 America + Hawaii brochure has been released by Venture Far, featuring new options such as soft adventure hiking tours in Utah, camping in Yellowstone National Park and wine tasting in Napa, California.

Self-drive itineraries are on offer, including an 11-day San Francisco to Seattle road-trip.

Brochures should be delivered to travel agencies this week.

## QF Dreamliner JFK start

**QANTAS** will replace its Boeing 747-400 jumbos on the Brisbane-Los Angeles service with brand new 787-9 Dreamliner aircraft from 01 Sep (**TD** breaking news).

Seats on the new Qantas 787 route went on sale today, initially on flights QF15/16.

Flights QF11/12 between Los Angeles and New York JFK will then provide QF's connecting service, linking with passengers from Sydney and Melbourne.

Complementing the daily 787-9 BNE/LAX service, Qantas will offer up to three weekly Boeing 747 flights to meet seasonal demand.

The jumbo services will then be replaced by a second year-round Dreamliner, operating four times per week by the end of 2018 once QF receives its eighth 787-9.

Full flight schedules **HERE**.

**MEANWHILE**, QF is advising agents of aircraft changes to its Melbourne-Los Angeles flights between 10 Feb and 24 Mar.

Adjustments will see QF's A380 services operate thrice weekly (Wed, Fri & Sun), complemented by eight 787-9 Dreamliner flights.

During the period, QF offers six weekly A380 LAX flights from SYD. Effective 25 Mar, QF will then resume daily A380 flights on the MEL route, in addition to six weekly Dreamliner frequencies.

**SEPARATELY**, the Australian flag carrier has placed a temporary hold on the sale of QF-marketed flights operated by LATAM Brasil (JJ) to become LATAM Chile (LA), rolling out this weekend.

Qantas said it has been working with LATAM to implement the change as it impacts existing QF-marketed flights operated by JJ on the Santiago-Rio de Janeiro and Santiago-Sao Paulo routes flying on and after 11 May.

The sales hold will run up until Sun 04 Feb.

"As part of this process, JJ prime flights will not be available to book on Sat 03 Feb. Aside from that day, JJ prime flights can continue to be booked & changes can be made to existing bookings using JJ prime," Qantas said.

After the migration, Qantas marketed and JJ operated pax flying after 11 May will be rebooked to LA operated flights, with only a flight number change being the only difference.

Agents will be required to accept the new flight in their GDS and reissue their customer's tkt with the authority "QFSKEDCHG" in the endorsement box.



## Window Seat

**CONDOM** manufacturer SKYN is injecting more romance into the humble hotel guide by releasing its own version called "Places of Intimacy" - a sensual catalogue of the 30 best hotels for travellers to get intimate around the globe.

The focus of the reviews are less about room service and restaurants and instead contain firsthand accounts from "intimate travellers" on where to find the most spacious baths, the best mirrored ceilings and the most debauched carpet.

To view the guide, put the kids to bed and **CLICK HERE**.

## Mercure Albury

**ACCORHOTELS** is adding the 60-room Hotel on Olive in Albury, to its network of regional of properties in New South Wales.

From Apr, the property will be rebadged as Mercure Albury, joining sister-brand hotels in Orange, Tamworth and Mudgee.

The dwelling recently underwent an extensive refurbishment.

## Ethiopia workshops

**AFRICAREPS** is set to host local business-to-business workshops on behalf of the Ethiopian Tourism Organisation this month, with events flagged to take place in Melbourne on 26 Feb and in Sydney on 28 Feb.

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## Tianjin Sydney inaugural



**TIANJIN** Airlines touched down in Sydney at 0705 this morning to commence regular operations between China and Australia.

GS's twice weekly service flies between Tianjin and Sydney via Zhengzhou in Henan province.

The Chinese carrier is utilising Airbus A330 aircraft on the route, fitted with 18 Business class seats in a 2-2-2 layout and 242 seats in Economy class.

The route is expected to attract around 14,000 Chinese visitors to NSW annually, generating approx

\$60m into the state's economy.

Tianjin Airlines' A330 is **pictured** at Sydney Airport, receiving a water canon salute upon arrival.

## VRL financial drop

**VILLAGE** Roadshow, the owner/operator of several theme parks on the Gold Coast, today flagged that its bottom line for the six months to 31 Dec will likely be "substantially below" the results achieved in the prior six months.

The entertainment company has attributed the sluggish start to the financial year to a weighted movie schedule affecting its cinema division and the Dreamworld tragedy that occurred in 2016 still impacting business at its theme parks.

Village believes that the second half of the financial year will be buoyed by the release of several major cinema releases, an improved ticketing and marketing strategy at its theme parks and the sale of significant land assets.

The company will release its half year results on 16 Feb.

## OWAK merger

**CONSUMER** travel publisher Bound Round Pty Ltd - producer of *Family Travel* - has announced its merger with *Out & About With Kids'* publisher, Elwin Media.

The parties said the union will result in the formation of the largest family travel editorial platform in the Asia Pacific region, now operating under the singular brand, Family Travel.

The merger sees Elisa Elwin appointed as the head of the Family Travel Magazine and Partnerships, and executive editor at Bound Round.

## SQ 787-10 delivery

**SINGAPORE** Airlines confirmed it expects to take ownership of its first Boeing 787-10 *Dreamliner* this quarter following the FAA's certification of the jet last week.

SQ is the launch customer for the stretched version of the 787 and has ordered forty-nine -10s from the aircraft manufacturer.

## Youth OTA trend

**NEARLY** two-thirds of young travellers book accommodation through Online Travel Agents (OTAs) and other intermediaries rather than direct with a provider, a survey by the WYSE Travel Confederation has found.

The global survey conducted by WYSE revealed 40% of youth booked via an OTA and 23% through Airbnb in 2017.

The results marked a contrast to the 31% of youth travellers who used an OTA in 2012.

WYSE Travel Confederation director general David Chapman said there was an opportunity for hotels and hostels to do more direct business with only 33% of youth booking from the source.

"We also understand that there are challenges for accommodation providers to compete with OTAs for this direct business," he said.

Chapman added that the youth travel segment had driven new hotel concepts that are "social by design" in the past.

## Opal on Syd Ferries

**TRAVELLERS** on select SeaLink/Captain Cook ferry services on Sydney Harbour will be able to use their Opal Cards to pay for their journeys.

The OpalPay service will be valid on Manly-Barangaroo, Watsons Bay to Circular Quay, Lane Cove-Circular Quay and ICC Sydney to Circular Quay.

SeaLink chief exec Jeff Ellison said OpalPay would make it easy for local & international tourists.



Garuda Indonesia  
The Airline of Indonesia

**Reservations & Ticketing Consultant- Sydney**

Garuda Indonesia is currently looking to fill a vacancy in its National Reservations Center in Sydney. Suitable candidates must:

- a. Have at least 3 years reservations and ticketing experience with an airline or travel agency.
- b. Fares & ticketing I & II.
- c. Speak fluent English.
- d. Possess good verbal and written communication and selling skills.
- e. Be a self motivated team player with ability to work with minimum supervision.
- f. Skills in Microsoft Office programs will be an asset.
- g. Have the right to work in Australia.

This is a full-time contract position. If interested please forward your resume & application to [kurniawati@garuda-indonesia.net.au](mailto:kurniawati@garuda-indonesia.net.au) by close of business 09 February 2018



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## Tas hotel funding

**THE** Tasmanian Government has allocated \$5.3m in low-interest loans to aid the development of the hotel sector in the state.

Nine hotels are set to receive the government loan from areas such as Devonport, Penguin, Burnie and Launceston, with money primarily going towards refurbishment activities of ageing hotel infrastructure.

The Tourist Accommodation Refurbishment Loan Scheme has already fielded 65 applications for funding with another 14 in the pipeline for approval.

The initiative is designed to ensure Tasmania is able to keep pace with the growing number of visitors to the state.

## Ivy to become hotel

**SYDNEY'S** celebrity party haunt The Ivy is to be replaced by a 55-storey int'l hotel, its high profile owner Justin Hemmes has told, *The Daily Telegraph*.

Still in the planning stages, the proposed hotel will likely take years to complete with most details about its construction yet to be finalised.

Hemmes said he always planned on building a major hotel on the site but delayed the decision because of the unexpected success of The Ivy.

## Muse countdown

**SILVERSEA** has announced that its newest the ship, *Silver Muse*, is less than 12 months away from debuting in Australian waters.

The flagship vessel is scheduled to make her inaugural voyage to Australia (Darwin) on 26 Dec.

*Silver Muse* will also be sailing along Australia's east coast, with ports of call laid down for Cairns, Townsville, the Whitsunday Islands, Brisbane and Sydney.

All-inclusive fares on the ship start from \$6,930ppts, based on double occupancy in a vista suite & includes early booking bonuses.

## Rodeo on the Reef

**THE** first ever rodeo held on the coastline of the Great Barrier Reef recently took place with more than 2,500 spectators attending the occasion.

The Rodeo by the Reef event took place in Bowen in the Whitsundays and featured bull riding, food stalls and a mechanical bull for the kids.

The rodeo formed part of the Whitsundays Clipper Race Carnival festivities.

## Freeman narrates

**A NEW** IMAX doco produced in association with Brand USA and presented by Expedia will be narrated by Hollywood stalwart Morgan Freeman.

The doco debuts on 16 Feb.

## Quest starts in Burwood East



**CONSTRUCTION** has started on Quest Apartment Hotels' new property in Burwood East, Vic.

The new development will feature 91 rooms over five levels and is anticipated to open its doors in early 2019.

Burwood East is situated approx

15km east of Melbourne's CBD.

"Quest's presence in Burwood East...provides a high standard of accommodation that will support the overall city development," said OAM director, Kian Chong.

**Pictured:** Quest executives turn the sod at the construction site.

## Legoland New York

**LEGOLAND** New York will open in 2020 featuring a theme park & hotel in Goshen, a town located two hours north of New York City.

When completed, the US\$350m project will include themed worlds, rides and shows based on characters made famous by the Danish toy company.

## Canada Nov figures

**THE** number of Aussies who visited Canada in Nov jumped by 4.3% when compared to the same period in 2016, notching up 14,588 Australian visitors for the month according to the country's latest Customs Entry Statistics.

Visitation to Canada was up 15.4% globally to 307,520 people.



## Money

**WELCOME** to Money, TD's Tue feature on what the Australian dollar is doing.

**\$1AUD = US0.809**

**THE** Aussie dollar continues to surge against the greenback, busting through the elusive 80 US cents mark last week.

Despite the gains, financial analysts are warning to take advantage of the exchange rate sooner rather than later because this will likely reverse in the next 12 months.

Our currency has advanced for seven straight weeks whereas the US dollar has slumped on the back of the rising prices for commodities such as iron ore.

The advice? Maybe move that planned American holiday a little closer if possible.

*Wholesale rates this morning.*

US	\$0.809
UK	£0.575
NZ	\$1.104
Euro	€0.653
Japan	¥88.19
Thailand	฿25.44
China	¥5.128
South Africa	R9.674
Canada	\$0.998
Crude oil	US\$66.14

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emerging market opportunities and market shifts while being fully aware of new products and competition status to maximise business sales growth and revenue for QBT.

With proven experience in a similar role delivering client focused solutions and no stranger to extensive travel, you will be an innovator with the ability to influence at all levels, possess a high level of awareness & understanding of

trends that affect the Travel Management industry coupled with the desire to win.

Applications will be treated in the strictest confidence.

To apply please send your CV and cover letter to

[careers@helloworld.com.au](mailto:careers@helloworld.com.au)

**Applications will close at 5pm AEST Sunday, 11 February 2018**

Only successful applicants will be contacted

## Travelport serves up tennis



**TRAVELPORT** hosted a number of key customers at the Australian Open Men's and Women's Tennis Finals at Rod Laver Arena in Melbourne over the weekend.

The lucky group enjoyed a private dining experience at Pure South Dining before enjoying a short water-taxi to the Arena to

the enjoy the matches.

**Pictured** enjoying a meal at the tennis are: Jonathan Garrett, Anthony Hunter, RAA, Di Mufic, Air Tickets; Nadia Spada, Travelport; Mukesh Mann, Mann Travel; Nicola Veltman, 1000 Mile Travel Group; Mital Kakaiya, Webjet; David Lorimer, HRG; Tim Lane, Travel Beyond and Collette King, Travelport.

## Academy overhaul

**YTL** Hotels has announced a refurbishment of The Academy in London's West End.

Set to be completed in Apr, the revamp includes upgrades to public spaces and guestrooms.

The Academy will also become part of the Small Luxury Hotels of the World collection.

## Jeju Air Sabre deal

**SABRE** Corporation and Jeju Air have both agreed to a renewed distribution partnership deal.

The agreement with the Korean low-cost carrier will enable it to expand into markets as part of growth and expansion plans.

## Contiki travel bot

**CONTIKI** has debuted Tiki, a chatbot responsible for helping agents and travellers navigate the brand's eight travel styles.

Tiki takes potential customers through a set of questions about their personality, travel preferences and tastes, doing so through a mix of pop-culture references and internet memes.

Once Tiki has identified the user's travel style, it will suggest a number of trips within that range that would suit them best.

Tiki can be accessed through the Facebook Messenger app.



**OUR** friends across North America in the form of the American Society of Travel Agents (ASTA) and the Association of Canadian Travel Agents (ACTA) have both come out strongly against the announcement over the weekend by a large hotel group to cut commissions to travel agents (**TD** yesterday).

The detail, as I understand for now, is that the commission cut only relates to a group booking and that the rate will go down from the current industry wide 10% to a rate of 7%. How short-sighted is that? In the face of ever increasing disruption to the distribution of hotel rooms across the globe, the one thing you would think a hotel company would value is the travel agent indirect distribution channel and particularly for groups.

Groups are a key and underlying factor in the revenue mix of hotel bottom lines and I am not sure if this commission cut is some strange signal that they don't want groups any more. More than ever, travel agents are the key drivers of group bookings - be it for meetings, incentives or events - and they have the absolute ability to influence a client's choice of hotel when considering the best option for the program they are looking to run.

So like our North American friends, AFTA is clearly concerned to the real underlying reason why such a short-sighted decision could be taken. Any business needs to have a balance to their costs. Distribution is a cost that hotels have to bear and they, like all suppliers of travel products, need to make their own decisions about which distribution channel they value and which they don't.

This has been and always will be the single biggest discussion point that goes on between travel agents and travel suppliers, not only in Australia but across the globe. It will be interesting to see how this latest decision goes.

My hope is that the broader global hotel industry continues to value all bookings from travel agents regardless of the type or source of the client. No doubt not a welcome decision by the global agency community.

## IAG China visa push

**INTERNATIONAL** Airlines Group, the parent company of British Airways, is urging the British Prime Minister Theresa May to introduce a new 10-year visa for Chinese visitors that it first promised over two years ago.

In a letter to the Home Secretary, Willie Walsh, IAG chief executive, said a 10-year visa was crucial to make it easier for Chinese businesses and tourists to come to the United Kingdom.

Walsh added that it would also benefit the British economy and enhance the UK's trade links.

As part of the Chinese visa push, IAG is also calling on the government to grant visas to parents of Chinese students studying in the UK.

## USTA laud Trump

**US TRAVEL** Association president and ceo Roger Dow has welcomed President Donald Trump's comments that the US was "open for business" at his Davos address last week.

Dow added that he urged Trump to issue bold tourism goals that will "help restore American competitiveness in the global travel market, which will be a critical boost toward his goal of sustained 3% economic growth."

## QR Pattaya launch

**QATAR** Airways has commenced ops on its new four-times-a-week Doha-Pattaya, Thailand service.

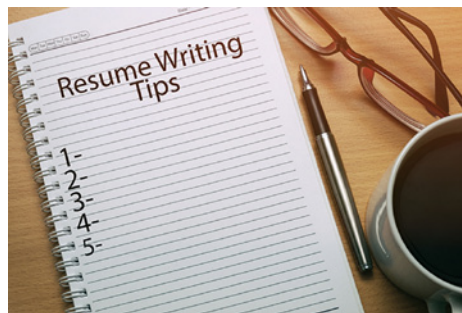
Operated by a Boeing 787-8 Dreamliner, Pattaya is QR's fifth route to Thailand.





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## Expedition Cruise Consultant

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**Salary \$50 - 55K + super + up to 10% bonus**

If you love adventure travel and selling bucket list destinations then you will LOVE this role! Working for a leader in adventure tourism selling tonnes of inspirational destinations and experiences, this role is too good to pass up! If you have retail or wholesale travel industry experience, coupled with passion and good customer service then apply now!

- Sell unique product worldwide! S

**Call Susan or [apply here](#)**

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**Monday to Friday - No weekends!**

A fantastic opportunity for a passionate European specialist. You will tailor make holiday itineraries throughout Northern Europe. Predominantly dealing with travel agents & some direct public. This role also offers the variety of updating the website and some additional admin duties. Ideally you will have 1-2 years' experience in a leisure or wholesale role.

- Supportive & encouraging team

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## Sales Manager

**North Sydney, Salary to \$110K + super**

Our client is a renowned corporate catering & professional services organisation with an impressive portfolio of clients. Your responsibility will be to add to this portfolio & further expand and grow the business. Experience required.

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## **BUSINESS DEVELOPMENT MANAGER - SYDNEY**

As the Business Development Manager you will promote Fiji Airways sales through effective working relationships with key trade partners in order to exceed targets. You must have a detailed understanding of the opportunities with each trade partner. You must create and implement plans in order to optimize channel performance. You will work closely with the Regional General Manager Australia to ensure effective use of agreed marketing resources. You must support the regions overall business objectives and work as a team to ensure the region's overall objectives are met and exceeded. You will monitor and provide insights in your respective channels to Marketing.

To be successful in the role you must possess a Bachelor's degree in Business or Marketing field, with strong academic performance. You must have at least five (5) years of sales and/or marketing experience in the travel and tourism industry and must have experience in an agency environment and exposure to a range of selling methodologies, especially B2B relationship management. You must follow up and secure group enquiries. You must have strong analytical skills and willingness to learn. You must have sound business acumen. High level of proficiency in Excel, Word, PowerPoint and other business tools. Excellent written and verbal communication skills. You must be able to embrace change with an innovative approach to problem solving. You must enjoy presenting and be able to manage your own time and tasks.

Applicants must be legally entitled to work in Australia.


### **Applications close on Saturday 03 February**

If you think you have what it takes and want to be part of our world visit our Careers Page and apply online at [fijairways.com/careers](http://fijairways.com/careers). Fiji Airways thanks all applicants, however, only those qualified will be screened and only those selected for an interview will be contacted.



[fijairways.com/careers](http://fijairways.com/careers)





# Who will be crowned People's Choice: Travel Agency of the Year 2018?

*AFTA is on the hunt to find Australia's Favourite Retail Travel Agency.*

*To do this, we've partnered with APT & Australian Traveller Media  
to help us rally consumer votes.*

## HOW DOES IT WORK?

Have your clients vote for your ATAS Travel Agency. The Travel Agency with the most consumer votes by 31 May 2018, will be crowned the NTIA People's Choice: Retail Travel Agency of the Year and awarded at the NTIA Gala Dinner on Saturday 21 July 2018.

## WHY SHOULD MY CLIENTS VOTE?

To incentivise Australians to vote, APT are offering your clients the chance to win a Mekong River Cruise for two people valued at over \$8,000.

## HOW CAN I GET MY CLIENTS TO VOTE?

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