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Boost for India air links

AUSTRALIA is set to increase its air connections with India after the signing of an open-capacity bilateral agreement between the two countries.

Federal Trade and Tourism Minister Steven Ciobo announced a liberalised aviation deal with India on Fri, paving the way for carriers to introduce new services to the sub-continent.

The arrangement allows Australian airlines to operate unlimited services between Australia and the six major metropolitan airports in India, while Indian carriers will be able to operate unlimited services between India and six major points in Australia.

"These air services arrangements provide a foundation for airlines to increase direct flights between Australia and India, in line with the growing

scale and profile of the Indian market over the long term," Ciobo said.

"India is currently our seventh most valuable international tourism market with 302,200 visitors contributing \$1.43 billion to the Australian economy in 2017," he said.

"This valuable market continues to grow and it is estimated that by 2026-27 Australia will welcome more than 640,000 Indians to our shores."

QF MEL-DPS launch

QANTAS has inaugurated its new direct service from Melbourne to Bali, the city's second new link to the holiday isle this month.

The daily service took off for the first time on Sat and will be operated year-round by two-class Boeing 737 aircraft.

It joins the existing Qantas Bali service from Sydney which has operated year-round since Mar last year.

Melbourne earlier this month welcomed Malindo Air's daily flights to Bali (**TD** 08 Jun).

Today's issue of TD

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

- Travelmarvel
- AA Appointments jobs

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ADELAIDE SOUTH AUSTRALIA

helloworld TRAVEL THE TRAVEL PROFESSIONALS



Travel Daily on location in New York

Today's issue of *TD* is coming to you from New York's Beacon Hotel, "the jewel of the Upper West Side".

SUCH is the popularity of The Beacon Hotel with travellers from down under that Australian accents can be heard everywhere.

The property is managed by US travel industry legend Tom Travers, who has focused on the Australian market over many years by loyal attendance at the annual Discover America seminars hosted by Visit USA.

The Beacon offers apartment-style rooms with kitchenettes, along with a guest laundry.

It's also ideally located near the subway, making it the ideal starting point for any New York exploration - for more details see www.beaconhotel.com.

Agents key - Flight Centre

INDIVIDUAL travel consultants are the most important way of getting information to travellers, with personal interactions significantly more relevant than any technological innovations.

That was one of the key points made during a panel session at last week's Collette Future of Travel global forum in Providence, Rhode Island, which examined the future of travel distribution.

Panellist Nick Lucock, Flight Centre's executive gm of product, told delegates that while the company was continuing to evolve its platforms beyond print, "the best way we get information to our customers is on a one-to-one basis with our consultants.

"You can have all these fantastic tools...our best tool and our most valuable asset is our consultants and their interactions with clients, whether it be in store or over the phone," Lucock said.

In a discussion about engaging

customers at various touchpoints when they are not actually travelling, Lucock noted the FLT culture where "the consultant actually owns the customer". He said that in turn decided how consultants did their own marketing to their personal customer database, whether that was pre or post departure, welcome back letters, pushing deals to them, and so on.

"When it comes to imparting knowledge our best tool is our consultants - they are the ones who are engaged in a one-on-one relationship with the customer."

MEANWHILE another session at the Collette forum which discussed the rise of social media "influencers" garnered a round of applause when one of the presenters noted the often-neglected fact that individual travel consultants actually play a key role in influencing customer behaviour.

Collette sales head

COLLETTE has begun advertising for a new head of sales for its Australian operations under its new structure (*TD* Fri), which has seen incumbent Amanda McCann become the company's local director of commercial partnerships.

Like McCann, the newly appointed sales chief will report directly to Collette's Rhode Island-based senior vice president of global sales, Christian Liebl-Cote, with responsibility to drive growth and retention across both retail and group channels.

The job description also cites a target of increasing marketing partnership income from tourist boards or other partners, as well as providing "regular market and competitor intelligence".

Collette has ambitious targets for the Australian market, which is currently its fastest growing source of customers globally, according to Liebl-Cote.

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Airports welcome productivity probe

AUSTRALIA'S major gateways have welcomed a Productivity Commission investigation into airport regulation (**TD Fri**), and called for current arrangements to be maintained.

"In the last 20 years airports have worked tirelessly to encourage new airlines to Australia and build better facilities to make it easy and affordable for passengers to travel more often," said Australian Airports Association (AAA) chief executive officer Caroline Wilkie.

"Australia's major airports have invested \$11.5 billion in improvements over the last 10 years, ensuring passengers now enjoy better terminals, more choice and cheaper airfares."

The AAA noted previous Productivity Commission reviews had endorsed the current "light-handed regulatory approach", as had successive governments.

ReadyRooms upgraded

QANTAS Holidays has revealed an upgrade to its accommodation platform ReadyRooms, introducing a new look and new functions for travel agents.

The revamp was launched at the recent Helloworld Travel Owner Managers Conference in Adelaide and involves a new and improved interface, improved search functionality and the ability to amend dates, change hotels and manage bookings.

"We've released a full upgrade to the documentation delivered

on the site," said Helloworld national wholesale sales manager Steve Brady.

"This includes more detailed hotel vouchers including map locations and images, clearer invoices and summary pages for both agents and passengers, as well as the ability to download PDF summaries of hotels and activities to share with customers."

The revamp coincides with an agent incentive - **CLICK HERE**.

New powder rules

THE US will introduce new restrictions on powders carried on airlines, starting Sat.

American Airlines says it will encourage customers to place powders of over 350ml in checked luggage, as those in carry-on bags may require secondary screening or disposal.

Bali arrivals growth

BALI welcomed 516,777 international visitors during Apr, the first time the destination has broken the half-million barrier since the eruption of the Mt Agung volcano last year.

The result is an 8% increase on Apr 2017.

The number of Australians visiting Bali was up 1% over Apr last year, reaching 91,007.



Window Seat

PASSENGERS who recently refused to disembark from an AirAsia plane following a four-hour delay were given the ultimate cold shoulder by the captain who blasted them with the full power of the aircraft's frosty air conditioning.

Heavy rains outside at Kolkata Airport deterred the passengers exiting when requested, leading the frustrated pilot to use the unconventional tactic and leaving a thick wintery fog permeating the cabin.

This is one captain who needs to chill out a bit we reckon!



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Agents can score for Ireland



FRESH from watching its Rugby Union team kick plenty of goals against the Wallabies on the weekend, Tourism Ireland is giving agents the chance to kick a few of their own off the field too.

Any agent who achieves gold status on the tourist body's Ireland Specialist program will go into the draw to score a spot on

an Ultimate Ireland Famil, which will take place in Sep.

To register for the Ireland Specialists program, [CLICK HERE](#).

Pictured enjoying Ireland's win over the Wallabies on Sat night are Nick Vindin, SBS Television; Sofia Hansson, Tourism Ireland; Carla Horton, 2GB Radio; and Chris Smith, 2GB.

How many itineraries do Back-Roads Touring operate in Asia?

Back-Roads
TOURING CO.

- Daily prize is \$100 voucher of your choice
- Must email answer to agent.discounts@backroadstouring.com.au

Air Vanuatu adds Brisbane-Santo

AIR Vanuatu has introduced its new thrice-weekly service between Brisbane and the Vanuatu island of Espiritu Santo (**TD** 01 Feb).

The new route will be served by a Boeing 737, with flights operating on Wed, Fri and Sun.

"We expect the additional capacity to make a significant boost to tourism in Vanuatu," said Air Vanuatu chief executive officer Joseph Laloyer.

The new service will operate during peak seasons from now until Jan 2020.

NCLH clarification

ALAN Wilcock's new role for Regent Seven Seas Cruises and Oceania Cruises in NZ (**TD** Fri) will see him work alongside Norwegian Cruise Line national sales manager Chris D'Anvers in the new Auckland office, rather than heading the operation.

Cannes win for TA

TOURISM Australia has won a Titanium Lion award at the 2018 Cannes Lions International Festival of Creativity for its Dundee: The Son of a Legend Returns Home campaign.

"This is a campaign which had very clear commercial targets, right from the start, and which I'm happy to say is already delivering unprecedented leads for our partners," said Tourism Australia cmo Lisa Ronson.

Celeb terminal plan

CELEBRITY Cruises has unveiled plans for its first brand-designed cruise terminal, Terminal 25 (T25), located at Port Everglades in Hollywood, Florida.

Scheduled for completion in late Oct, the new terminal will be home to the line's newest ship *Celebrity Edge*, along with *Celebrity Infinity*, *Celebrity Reflection* & *Celebrity Silhouette* during their winter deployment.



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So much to bear in Alberta



MTA - Mobile Travel Agents members Wanita Thompson and Michelle Brown had a chance to introduce themselves to one of

Alberta's better-known identities recently as part of a Rocky Mountaineer visit.

The pair are **pictured** with the crystal bear that greets visitors at the top of Banff's spectacular mountain gondola ride.

The duo joined Rocky Mountaineer's first departure of the year from Vancouver to Calgary via Kamloops and also boarded a Rocky Mountains helicopter tour for a scenic flight.

Venezia float out

COSTA Cruises and Italian shipbuilder Fincantieri celebrated the official float-out ceremony of *Costa Venezia* at the shipyard in Monfalcone late last week.

The brand's first ship designed and built specifically for the China market will depart from Trieste, Italy, in Mar 2019 and make her way through the Mediterranean, the Middle East, and southeast and east Asia before arriving at its final home of Shanghai on 18 May 2019.

In the driver's seat

WOMEN can now drive in Saudi Arabia, as of yesterday.

The Department of Foreign Affairs and Trade says visitors should ensure they have adequate insurance and knowledge of local traffic laws.

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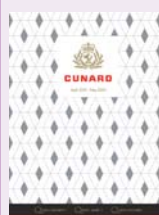
Brochures

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.



Insight Vacations- Europe 2019

Insight Vacations has released its 2019 Europe Preview collection, offering travellers a look into experiences across the continent. Insight is promising that if prices of the 2019 European journeys go up, the company will honour the preview price and if the prices go down, Insight will refund the difference. Travellers can secure their booking with a \$200 deposit to take advantage of the Preview Price Guarantee and save by booking early for an additional 10% off with Insight's early payment discount.



Cunard - 2019/20

The latest brochure from Cunard details the cruise line's Apr 2019/May 2020 season. The program has a strong focus on Northern Europe and the Baltics and packs in 2020 World Voyages out of Southampton and its first Alaskan voyages in over two decades. Also included is Cunard's longest ever Australian season, which will see *Queen Elizabeth* deployed down under for 101 days.



Crystal Yacht Expedition Cruises

The Crystal Yacht Expedition Cruises' 2018/2019 Atlas features voyages aboard the *Crystal Esprit*, with 18 adventures through the Adriatic, West Indies, the Arabian Peninsula and Holy Land. The European offerings include exploration of Spain, with overnights in Valencia and Barcelona; the Cote d'Azur with VIP access to the Formula 1 Monaco Grand Prix; France and Italy overnights in Nice, France and Livorno, and voyages throughout the Cyclades and Greek Isles.



Evergreen Cruises & Tours - Egypt and Jordan

Evergreen Tours has launched its 2019/2020 Egypt and Jordan brochure with two brand new itineraries offering cruises and accommodation combined with the Great Pyramids and Sphinx, the Egyptian Museum in Cairo, hieroglyphics in the Valley of the Kings, visit the Monument of Queen Hatshepsut. To mark the release of the new program Evergreen is offering a range of special limited time earlybird offers, with early payment discounts of up to \$800 per couple, available until 31 Oct 2018.



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Applications should be sent to jobs@philippineairlines.com.au by Thursday 5th of July 18.

Platinum Travel opens new Vic HQ

THE Buerckner family's Platinum Travel Corporation last Thu celebrated the opening of a new head office in the Melbourne suburb of Canterbury, with capacity for up to 60 staff as the company deals with rapid growth.

So far in 2018 business is up almost 37% year-on-year, building on a 33% upturn in 2016/17, making the move an "immediate priority" for directors Andrew Buerckner, Carl Buerckner and Sarah Szubanski.

"We're thrilled to celebrate Platinum's ongoing success with the staff and suppliers who've made it all possible," said Andrew Buerckner.

"Our new office reflects the values and attitudes that underpin our business and operations: it's a spacious, dynamic space that promotes health, wellness and a genuine love of travel for staff and clients alike."

Attendees included Helloworld ceo Andrew Burnes and Magellan Travel Group general manager Andrew Macfarlane, who said the Victorian-based business was an "integral member" of the group acquired earlier this year by Helloworld Travel Limited (**TD** 02 Mar 2018).

The NSW and Queensland Platinum Travel offices, run separately by Greg McCarthy, are leaving Magellan and Helloworld through their recent \$5 million acquisition by Corporate Travel Management which will also see McCarthy named as CTM's Australia/NZ ceo (**TD** 01 May 2018).

Platinum Travel Vic will also officially welcome a new branch in Bendigo next month, in line with ambitious expansion plans for 2018/19.



PLATINUM Travel's directors: Carl Buerckner, Sarah Szubanski and Andrew Buerckner.



ANDREW Macfarlane, Andrew Buerckner, Carl Buerckner, Sarah Szubanski and Andrew Burnes.



RAPHAEL D. Mannays and Andrew Buerckner.



ANDREW Cooksley, Nick Mauger, Andrew Buerckner and Joshua Ryan.



TREVOR Reid, Dean Cleaver, David Hughes and Vlado Ristevski.



JANE Halley, Andrew Buerckner and Julie Hunter.



A HIGHLIGHT of the new office space is this expansive original mural celebrating travel, health and wellness, by local artist Robert Scholten.

Travel Daily

Monday 25th June 2018

Skal-PATA signing

SKAL International and the Pacific Asia Travel Association have signed an agreement to collaborate on promoting more responsible tourism to Asia.

Asia's tourism economy has recently undergone rapid growth.

Memphis rebrands

THE Memphis Convention & Visitors Bureau has



rebranded to Memphis Tourism, a move driven by a desire to place more of an emphasis on the city's musical roots.

Along with a new logo, Memphis Tourism has also updated its tag line to "Home of Blues, Soul & Rock 'n' Roll".

"This was a strategic approach driven by research that conveys to the visitor what our brand promise is as a music capital," said Memphis Tourism chief marketing officer Regena Bearden.

Aegean orders neo

GREEK carrier Aegean Airlines has signed a purchase agreement for 30 A320neo family aircraft.

The acquisitions will comprise 10 A321neos and 20 A320neos.

"We invest in the bestselling A320neo family to enhance our competitiveness and to further improve our service offering to our passengers," said Aegean chairman Eftichios Vassilakis.

VIA rail reschedule

VIA Rail Canada has announced that from 26 Jul the schedule of The Canadian, the train service which travels between Toronto and Vancouver, will be revised in a bid to combat a spate of recent delays on the line.

The timetable changes will remain active until 11 Oct and weekly departure frequency will remain the same.

Malaysia Airlines Back to Brisbane



WIN TICKETS TO KUALA LUMPUR WITH MALAYSIA AIRLINES

This month, *Travel Daily* together with Malaysia Airlines are giving agents the chance to win two tickets to Kuala Lumpur flying with Malaysia Airlines return from ADL/BNE/MEL/PER/SYD.

In celebration of the resumption of Malaysia Airlines new Brisbane to Kuala Lumpur flights commencing Wed June 6, you and a friend will fly Economy Class to KUL with Malaysia Airlines.

To win, have the most correct answers to the questions throughout the month, and the most creative response to the last question. Send your answers to mhcomp@traveldaily.com.au

Q15: MH operates double daily flights to KUL from which two Australian cities? (HINT)



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Erin is the top point scorer for Round 14 of *Travel Daily's* AFL footy tipping competition. She's won \$100 travel credit courtesy of Expedia.



The major prize for the 2018 footy tipping competition is return economy class airfares to Dubai flying with **EMIRATES**.

NSW DTP5/18/22019 / ACT TP 18/02/56

Fiji Airways sale

FIJI Airways has launched a new Fiji Friendly Fare promotion that will see cheap flights offered every Thu for a period of 72 hours, or until sold out.

To celebrate the sale launch, Fiji Airways is offering discount return Economy Nadi to Auckland flights from \$575 and Nadi to Suva for \$39 one-way or \$78 return.

For more details **CLICK HERE**.

Mona to Launceston

THE Tasmania Government has committed \$1.75 million in funding to support the contemporary music festival Mona Foma being held in Launceston over the next three years, starting in 2019.

The next Mona Foma will be held in Jan with festival dates to be announced in Aug.

Pullman Khao Lak

ACCORHOTELS has announced plans to open a new 251-room Pullman Khao Lak Resort in Thailand in 2021.

The move follows a deal signed with Thai developer Khaolak Inter Co Ltd earlier this month, with the location of the property an hour's drive north of Phuket Island on the Andaman coast.

The resort will offer seven private villas and an adult-only infinity pool.

New AC routes

AIR Canada commenced flying three new seasonal domestic routes last week - Kamloops to Toronto, Victoria to Montreal, and Nanaimo to Toronto.

The new services utilise the 136-seat A319 aircraft and will cease on 08 Oct.

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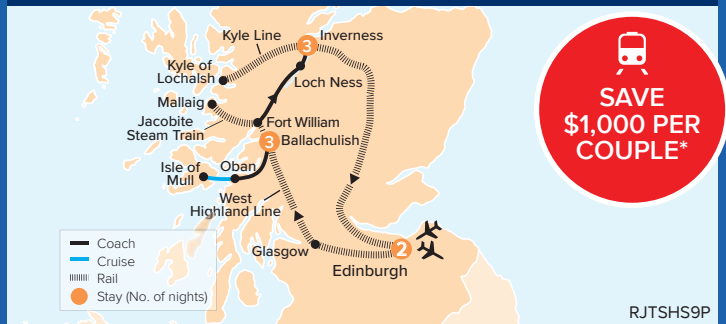
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****NEW** LAUNCHING IN AUSTRALIA**
HEAD OF SALES AND MARKETING
SYD- STRONG PKG

This company is already very established around the globe and are now launching in Sydney. They are looking for staff ASAP and in need of a Head of sales and Marketing to enhance and grow the position of the brand to be a leader within the Australasia region. This role will have travel involved so flexibility is needed. You will need proven relationship sales experience within the travel industry to be considered.

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We have a rare opportunity based in Melbourne working for a Global Meetings and Events company as a loyalty sales manager. You will have experience in B2B sales with loyalty experience, this is essential. Strong negotiation skills, well presented and strong communications skills are all key attributes we need in the successful applicant. You will be rewarded with a salary up to \$120k plus super plus commissions that could see you earning well over \$200k

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SALES MANAGER
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