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HLO renews Trav Choice

HELLOWORLD Travel has renewed its collective purchasing agreement with Travellers Choice, giving the independent agency group access to its range of travel products and services for another five years (*TD* breaking news).

The deal, through the Helloworld Travel Services division, extends an arrangement forged in 2013 and will run through until 30 Jun 2023.

It gives Travellers Choice access to the commercial supply arrangements of Helloworld Travel and means it will purchase the bulk of its travel products through these agreements.

The pair have also renewed

Qld games boost

QUEENSLAND hotel rates surged during the Gold Coast Commonwealth Games in Apr, though overall occupancy levels rose only 2.2 percentage points.

Tourism & Events Queensland figures show the state's average daily rates increased \$26.14 over Apr 2017 to \$191.42, with RevPar up \$21.78 to \$132.91 and overall occupancy at 69.4%.

an agreement for Travellers Choice to use Helloworld's ticket consolidation business Air Tickets.

Travellers Choice managing director Christian Hunter said the partnership was extremely important to the network and that members benefitted significantly from having access to the commercial deals that Helloworld offered through its supplier partnerships.

"This partnership has been going since 2010 and we are delighted to extend it for a further five years to 2023 as we have seen how well it works for our Travellers Choice Limited business, for our members and our supplier partners," he said.

Helloworld Travel ceo Andrew Burnes said he was delighted to continue the partnership and thanked Travellers Choice for its continued commitment.

Today's issue of TD

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

- TMS Talent/inPlace
- Bentours

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EK A380 Hamburg

EMIRATES will introduce daily Airbus A380 services to Hamburg from 29 Oct.

The introduction will represent a capacity increase of over 22% on the route and boost the total number of seats in each direction to 6,090 per week.



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SQ makes first NDC link

SINGAPORE Airlines has entered the New Distribution Capability (NDC) arena, announcing its first connection through the new technology to global online retailer Skyscanner.

The airline today confirmed its flights and ancillary services would be sold via the NDC within months, following its recent Level 3 Certification from the International Air Transport Association (IATA).

Customers who book Singapore Airlines flights through Skyscanner will now be able to do so directly, instead of being referred to the Singapore Airlines website to complete a booking.

Other capabilities such as the ability to select seats and the availability of personalised offers will be introduced progressively.

The move follows last week's announcement by Qantas that it

was launching its own NDC-based Qantas Distribution Platform with three initial partners (TD 22 May).

"We are pleased to be unveiling our first NDC connection, with Skyscanner, to provide more convenience to customers making flight bookings," said Singapore Airlines' senior vp of sales and marketing, Campbell Wilson.

"With an NDC Level 3 Certification, we will also be seeking out even more connections with travel partners to improve distribution through SIA's third-party sales channels."

Skyscanner senior director of strategic partnerships Hugh Aitken said the arrangement would allow customers to book with "as little friction as possible".

"Our platform is compatible with any NDC-ready provider ensuring we are able to offer our Airline and Hotel partners industry-leading distribution options," he said.

BA extends QR link

BRITISH Airways has expanded its codeshare agreement with Qatar Airways, including on the Middle Eastern carrier's services to Australia and New Zealand.

The UK airline this month added its BA code to QR flights from its hub in Doha to Sydney, Melbourne, Perth, Adelaide, Canberra and Auckland.

The arrangement also includes QR services to Asian points including Bangkok, Hanoi, Jakarta, Penang and Phuket.

Daydream team

DAYDREAM Island Resort has announced several key roles ahead of its reopening in Sep.

Mark Fletcher has been named executive assistant manager, while Richard McKisack is the resort's bdm for leisure.

Wendy Byrne has been appointed bdm for MICE and Sophie Lambropoulos is front office manager.

Timely reminder

TRAVEL Daily's \$2,000 scholarship giveaway with the Travel Industry Mentor Experience (TIME) is still up for grabs, but there are only a couple of days left to put your hand up.

The scholarship is offered as the prize in our monthly competition and is perfect for anyone who would like to develop their career, learn from industry leaders and challenge themselves with new professional goals.

To find out more and be in the running to win, see page nine.



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Air NZ coo resigns

BRUCE Parton has resigned from his role of chief operating officer at Air New Zealand, departing the position 28 Sep.

He has been with the company since 1996 and has occupied the coo role from Jan 2013.

Parton will step down to "take a break from corporate life", while the company's chief executive Christopher Luxon praised him for having "tremendous commercial acumen".

Air New Zealand has not yet named a replacement.

Avis expands app

AVIS has expanded the reach of its mobile app to cover 12 new Australian locations.

The app can now be used at points including Perth, Mackay, Townsville, Launceston, Hobart, Newcastle, Darwin, Canberra, Coolangatta, Cairns, the Sunshine Coast and Rockhampton.

Cruise360 destinations

CRUISE360 Australasia will this year expand to a two-day event, with the introduction of a Cruise Destination Showcase.

The initiative will be held from 2-5:30pm on 30 Aug following the optional ship visit on *Carnival Spirit* earlier in the day.

It will see 10 cruise destinations present their highlights for cruise pax and itinerary suggestions for pre- or post-cruise stays.

Cruise destinations presenting include Hong Kong, Abu Dhabi, Monaco, Singapore, Japan, New Zealand and New York as well as local tourism bodies – Queensland, Western Australia and the Northern Territory.

Cruise Lines International Association (CLIA) Australasia & Asia managing director Joel Katz said the Cruise Destination Showcase had been added following feedback from last year's event.

"We know a lot of delegates travel from all over Australia and New Zealand to attend Cruise360 Australasia so we're offering as much as we can during their visit," he said.

Any delegates attending Cruise360 Australasia can register for the showcase.

Cruise360 Australasia will take place the following day on Fri 31 Aug at Hyatt Regency Sydney.

More than 500 delegates are expected to attend the fifth conference for the region.

It will include panels, breakout sessions and presentations from cruise experts.

CLIA president and ceo Cindy D'Aoust, and Norwegian Cruise Line president and ceo Andy Stuart, have been confirmed as speakers, with more to be announced soon.

Earlybird tickets are on sale until 30 Jun - see cruise360.org.au.



Window Seat

EVER wanted to play a real life game of Snakes and Ladders?

Well the Big Cedar Lodge in Michigan is now giving you the chance to scale its new ropes course complete with resident pythons and alligators lurking beneath the structure.

The wilderness resort's owner Johnny Morris insists that having hungry reptiles snapping at the heels of adventurers is "perfectly safe", saying the wildlife only serves to "elevate the challenge and thrill of the ropes course".

Our advice would be to grab the ropes and not the boas!



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Finnair rewards

FINNAIR has revealed changes to its Finnair Plus frequent flyer program, which it says will make rewards more accessible.

The airline will lower its flight award prices from 04 Jun and will also revamp its Finnair Plus Junior membership, allowing all members to be recognised as tier members and entitled to the same tier benefits, regardless of their age.

"This renewal makes the Finnair Plus program even more interesting and, internationally compared, a very competitive airline frequent flyer program," said Finnair head of marketing, brand and loyalty, Johanna Jakala.

Finnair will soon be introducing a Family and Friends program designed to make it easier for families and friends to pool points and track their progress.

The airline has made a number of changes to its loyalty program recently, including adding a new tier, Finnair Plus Platinum Lumo.

AVANI campaign

AVANI Hotels & Resorts has released the latest instalment of its #AVANIme campaign, a video showcasing former Miss Universe Laura Dundovic travelling to "hidden gems" on the Gold Coast.

She checks out Tallebudgera Creek and Shamburg Park before visiting the Burleigh Brewing Company - view the video [HERE](#).

New air platform

A NEW information sharing platform will be introduced at select Aussie airports from 2019.

The Airport Collaborative Decision Making (A-CDM) system, a jv by ACI Europe, Eurocontrol, International Air Transport Association, and the Civil Air Navigation Services Organisation, synchronises data instantly for air traffic controllers and airport operations staff.

A-CDM will be rolled out first to BNE in Sep 2019 and other major hubs until 2020.



THE Cook Islands and Aitutaki Tourism operators along with Tamanu Beach Resort played host to a group of Australian and New Zealand product managers on a recent famil trip.

Along with site inspections, participants spent an afternoon enjoying the famous lagoon at Aitutaki, including a BBQ on the beach on Honeymoon Island Sand Bar (**pictured** above).

From left are: Sibyl Hauraki, HLO NZ; Murray Decker, FC Australia;

Natalie von Dincklage, House of Travel NZ; Krystle Tickner, Island Escapes; Rachel Mackey, Cook Islands Tourism NZ; Crystal Kranz, Cook Islands Tourism Australia; Graeme West, Cook Islands Tourism gm Aus/NZ; Sarah Beeken, Island Escapes; Andrew Eckersley, FC Australia; Carolin Lopez Fernandes, Omniche Holidays; Richard Hankin, Tamanu Beach Resort representative; and Nick Henry, Tamanu Beach Resort gm, with his son, Harry.



Experience London from our second gateway, Gatwick

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Book by 30 May 2018 for travel until 31 March 2019*.

Fares per person from*:		Economy	Business
London (Gatwick)	from AUD	1,140	6,400
London (Heathrow)	from AUD	1,195	6,455
Birmingham	from AUD	1,245	6,405
Cardiff	from AUD	1,150	6,410
Dublin	from AUD	1,090	6,110
Edinburgh	from AUD	1,245	6,410
Manchester	from AUD	1,245	6,405



* Offer valid until 30 May 2018, unless sold out prior. Fares quoted above are for departures from Perth and are the lowest adult return prices per person including taxes, fees, and airport charges. Economy Class fares are valid for travel between 17 May - 14 June, 27 September - 30 November 2018, and 13 January - 31 March 2019. Business Class fares are valid for travel between 17 May 2018 - 31 March 2019. Other sale dates may be available. Other sale fares are available from Sydney, Melbourne, Canberra, and Adelaide. Fares may vary due to currency or tax fluctuations. Seasonal surcharges and weekend surcharges may apply. For all other terms and conditions please review at time of booking. Double-daily flights to Gatwick start 22 May 2018.

Industry focuses on training



THE Industry Training Solutions Summit 2018 was held in Sydney at the Grace Hotel last week.

Attendees at the event included representatives from the NSW Dept of Industry, educators from NSW leading institutions, students and tourism, travel and the hospitality industry.

During the event Rick Myatt, director of AFTA Education and

Training, and ceo of ATCC, gave a presentation on Travel industry trends and skills needs on behalf of the travel sector.

Pictured are: Jon MacDonald, deputy chief executive of Tourism Training Australia; John Pollaers, chair of Australian Industry Skills Committee (AISC) and Rick Myatt, director of AFTA Education and Training and ceo of ATCC.

Honolulu changes

HONOLULU'S Daniel K Inouye International Airport will undergo a series of changes from 01 Jun, as the airport rolls out new signs and names for its terminals, gates and baggage claim carousels.

The update aims to improve the guest experience by simplifying directions throughout the airport, and includes gates being renamed with a letter followed by a number and baggage carousels labelled with numbers.

In addition, the Interisland Terminal will be identified as Terminal 1, the Overseas Terminal as Terminal 2, and the Commuter Terminal as Terminal 3.

Falls Creek revamp

VICTORIAN Alpine resort Falls Creek has announced plans for a multi-million dollar redevelopment of its dining venues, following the appointment of hospitality operator Traverse Alpine Group at the resort's Cloud 9 and Frying Pan venues.

Cloud 9 will be updated to include a new bistro experience and mountainside bar, while the Frying Pan Inn will reveal a new BBQ bar and grill eatery.

Both will be operational by the 2018 ski season launch.



win your morning tea!

Travel Daily loves donuts so to celebrate International Donut Day happening on 1 Jun, we're giving readers a chance to win a dozen donuts delivered to your office, on us!

In order to get in on this tasty action, all you need to do is write a short donut ditty, with the best entry taking home the prize. It can be a song, a poem, as long as it's 6 lines or less.

Send your entries to donuts@traveldaily.com.au

Entries close 30 May.

Travel Daily

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Agents find Taiwan gorge-ous



THIS lucky bunch of agents spent six days exploring Taiwan with MW Tours, Taiwan Tourism and EVA Air recently.

Some of the highlights of the trip were a visit to Taroko Gorge, experiencing the tranquil Sun Moon Lake by cable car and eating at the three Michelin starred Palais De Chine Hotel.

Pictured at the Eternal Spring Shrine at Taroko Gorge

are: Candice Boreham, Chris Watson Travel; Emily McDonald, Helloworld Brookside; Jacqui Scroggie, Travel Partners; Marica Salpeitro, italktravel Kensington, Sarah MacKenzie, Backtrack Adventures; Janelle Stevens, MTA; Simon Langbein, MW Tours; Katrina Chen, EVA Air; Lynne Wells, MTA; Cindy Hazler, Holiday & Cruise Centre and Katie Warner, MTA.

New SkyTeam tool

GLOBAL airline alliance SkyTeam has introduced a new tool that enables customers to use their frequent flyer miles to book reward travel across 17 of the alliance's 20 member airlines.

Two more airlines are scheduled to roll out the online booking tool in the coming months.

"SkyTeam is the first alliance to introduce a web-based technology solution for multi-carrier award travel," said vice president Mauro Oretti.

The launch follows SkyTeam's introduction of its rebooking system in Mar, a solution which aims to reduce inconvenience caused by flight delays, cancellations and diversions.

Lufthansa expands

LUFTHANSA Group has firmed up an order for six further Airbus A320neo aircraft, bringing the company's neo total to 122.

The group will also welcome a further three A320ceo aircraft to its portfolio, bringing its total A320ceo orders to 273.

The A320neo includes new features which deliver at least 15% fuel savings at delivery, and 20% by 2020.

Lufthansa Group is the biggest operator of Airbus A320s, with close to 400 in its fleet.

AFL

AFL ROUND 10 WINNER

Congratulations

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from South America
Travel Centre

Keshia is the top point scorer for Round 10 of *Travel Daily's* AFL footy tipping competition. She's won \$100 travel credit courtesy of Expedia.

Expedia TAAP



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

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Qatar prem dining

QATAR Airways has launched a new dining experience for its premium passengers on European routes including a refreshed design for tableware, in-flight dining menus, cutlery and chinaware.

New meals (**pictured**) featured on the menu include Arabic main dishes such as kabsa.



One-China policy

THE Civil Aviation Administration of China has stated 18 airlines have now amended their websites to reflect Taiwan as a territory of China & not an independent country.

A further 26 more airlines have promised to make the changes before a 25 Jul deadline.

The directive also stipulates airlines must cease referring to Hong Kong and Macao as "special administrative regions."

Crowne Riyadh open

INTERCONTINENTAL Hotels Group has opened the 304-room Crowne Plaza Riyadh Palace in Saudi Arabia in partnership with DUR Hospitality.

The hotel features five meeting rooms catering for the MICE sector, wi-fi access, an outdoor pool, and 24-hour room service.

Crowne Plaza Riyadh Palace is located a 30min drive from King Khalid International Airport.

HK heritage hub

THE Hong Kong Jockey Club has partnered with the Hong Kong Government to open a heritage and arts hub in the city.

Tai Kwun is comprised of 16 historic buildings and outdoor spaces and includes three declared monuments, the former Central Police Station, Central Magistracy and Victoria Prison.

The club opened as a result of the largest heritage revitalisation project ever undertaken in HK.

"Tai Kwun reflects the club at its very best, committed to the highest standards," said Simon Ip, chairman of the Hong Kong Jockey Club.

HLO agents on Kangaroo Is



FOLLOWING on from the Helloworld Travel Owner Managers Conference held in Adelaide last month, this group of agents headed over to Kangaroo Island for two nights.

Getting up close with seals at the Seal Bay Conservation Park, sampling gin at Kangaroo Island Spirits and exploring Admirals Arch and the Remarkable Rocks were all on the agenda for the trip, supported by SATC.

The group is **pictured above**: Danielle Bruno, SATC

host; Jennifer Phillips, HLO Nambucca; Irene O'Donnell, HLO Morwell; Robyn Flanagan, Wauchope Travel; Mayur Shukla, Barolin Travel Bundaberg; Bhavana Shukla, Barolin Travel Bundaberg; Margie Heffernan, Duck Creek Mountain Travel; Rachael McGuirk, HLO Scone; Brett Robinson, HLO Leopold; Mick Boylan, HLO host; Harry Zaharopoulos, National Seniors Travel; James Flanagan, Wauchope Travel and Kristie Hale, Burnie Brae Travel Connections.

Grafton arts boost

THE NSW Government has awarded a \$7.6m grant to revitalise Grafton Regional Gallery in a bid to "attract a new wave of art lovers to the Clarence Valley".

Minister for the Arts Don Harwin said the funding was a chance to attract new tourists.

Joon Paperplane

AIR France subsidiary Joon has launched Paperplane, an online tool where customers can pool money together to purchase air tickets for friends.

The gift is presented in the form of a paper plane with printed personal messages.

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In addition, the **National Manager Helloworld Travel Branded Network** will be responsible for managing state based sales teams, ensuring they are reaching their targets. For more information click [here](#).

If you are interested in applying for this role, please send your resume to careers@helloworld.com.au

Wu winner is a grinner



WENDY Wu Tours has announced the sixth weekly winner of its Mega Asia incentive.

This time Kimberley Davis from RAA Colonnades in South Australia took home a \$500 experience voucher.

She's **pictured** left with Wendy Wu business development manager for SA, Shoana Bannister.

There are still two weeks of weekly prizes up for grabs before the grand prize of a private tour for four is drawn.

Bookings made by 15 Jun will earn an entry into the incentive.

Visit wendywutours.com.au/agents or see your bdm for more details on the competition.

A&K go Northwest

ABERCROMBIE & Kent has released details of its fourth Northwest Passage expedition, which will be on board a charter of *Le Boreal*.

The Northwest Passage: From Greenland to the Bering Sea cruise will sail from 26 Aug to 18 Sep; **CLICK HERE** for details.

Elephant tourism

THE Happy Elephant Clare Valley, in Thailand's Chiang Mai has announced it will cease all contact between elephants and tourists at the camp, which is said would meet demand for responsible elephant experiences.

The transition will allow elephants to roam freely, while visitors watch from a distance.



Money

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

\$1AUD = US0.754

TRAVELLERS heading overseas are still in a positive position today, with the Aussie dollar trading higher against all currencies, with the exception of the Euro.

The dip is reported to be a reflection of the current political uncertainty in Italy, as Europe's third-largest economy appears headed towards a possible election.

The higher Australian dollar in other markets has reportedly been supported by a tweet from US President Donald Trump suggesting a summit between himself & Kim Jong-un on 12 Jun.

Wholesale rates this morning.

US	\$0.754
UK	£0.567
NZ	\$1.087
Euro	€0.649
Japan	¥82.42
Thailand	฿24.17
China	¥4.828
South Africa	R9.398
Canada	\$0.980
Crude oil	US\$67.88



AFTA update

From AFTA's chief executive, Jayson Westbury



TODAY is the day that the NTIA judging extravaganza kicks off at the spectacular Qantas Campus in Mascot. Qantas is the major sponsor of the NTIA and also plays host to the entire NTIA judging process at their wonderful facilities in Sydney. AFTA remains very grateful to Qantas for providing its facilities and supporting AFTA and the NTIA the way it does.

This year, we will have more finalists than ever facing the gruelling judging process that has been developed for NTIA, with candidates presenting to a distinguished panel of three judges for each category.

In total we have 12 judges across multiple categories, which include individuals talking themselves up and companies of all shapes and sizes being put to the test. It is a process that will have us uplift some 60 candidates from other states from around the country bringing the best of the best to what you might call the "battle rounds".

It is an exciting time for all those involved, and of course a very big best of luck to everyone who is appearing. I can't wait to see the results on 21 Jul at the International Convention Centre (ICC) in Sydney.

By the way, tickets are almost sold out and we are looking at the biggest event we have ever had. I'm pleased that the NTIA continues to deliver the excitement and recognition that the travel industry deserves.

This coming weekend (03-05 Jun) the ICC and Sydney will play host to the IATA AGM. It has been a long time since so many airline ceos and senior executives have been down under. The AGM serves as a rally point on an annual basis for the aviation sector to get together to see what is the latest talk of the town and some of the great innovations that are going on within the aviation industry. It is also the time when the organisation IATA presents its "State of the industry" report and results.

I can't wait to see the results, and as one of the very lucky golden ticket holders, I will be sure to let you know what goes on in this column next week. So a big week ahead for all in the travel industry, an industry that now accounts across the globe for some \$1.6 trillion in booking value and is set to have a 5-6% growth rate this year.

What a time to be in travel.

Groupon appts

DAILY deals website Groupon has appointed Adrian Marafioti to the role of ANZ sales director, as it looks to expand its ANZ and APAC business.

Marafioti brings more than 20 years' commercial experience to the role, having worked in manager and director positions at Vodafone, Cisco, and Samsung.

In his new role, he will oversee all sales including goods, local, travel and national for ANZ.

Jumeirah Bahrain

THE Jumeirah Al Sahel Resort & Spa is set to open its doors at the end of 2019, making it the area's first five-star resort.

Designed by GM Architects, the luxury hotel will offer retreat-style accommodation for guests, including a range of rooms and villas, family restaurants, an on-site cinema, a teen room, kids' club, conference centres, a juice bar, bars and lounges, plus a range of luxury spa facilities.

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An attractive salary, with travel and other attractive benefits, will be paid.

Call Alex Ruggero, Retail Travel Manager, Travelrite International Balwyn toll free on 1800 630 343 or email alex@travelrite.com.au to set up a confidential interview.



All aboard North America



CLOSE to 100 agents were treated to a private screening of the American Essentials Film Festival's *Kodachrome* at Palace Cinemas in Sydney, Melbourne and Brisbane last week thanks to train travel specialists, Rail Plus.

The film showcased the many unique landscapes of North America, and was complemented by a presentation from the Rail Plus team on the benefits of booking a Great Train Journey.

Sydney agents also heard from special guest Sean Lane of Canada's VIA Rail, who shared

updates from the company, covering its year-round service, private cabin sleeper services on board The Canadian, The Ocean and the Winnipeg to Churchill routes, the dome cars and 180 degree windows in the panorama car as well as a range of budget friendly itineraries.

To find out more about Rail Plus' range of Great Train Journeys, agents can call 03 8779 4828 or **CLICK HERE**.

Pictured are: Matt Symonds, Rail Plus, and Sean Lane, VIA Rail, at the Sydney event.

Travel Daily TIME Scholarship

WIN A SCHOLARSHIP VALUED AT OVER \$2,000

This month, *Travel Daily* is providing one reader with a scholarship opportunity through the Travel Industry Mentor Experience. If you have a heavy respect for learning, self-development and are not shy of being challenged then we want to pair you up with a mentor through TIME.

If you've got what it takes, apply **HERE** and *Travel Daily* could be awarding you with a \$2,000 scholarship.

Further details about TIME can be viewed **HERE** or email **TIME@traveldaily.com.au**

Whitsundays accom

TOURISM Whitsundays has welcomed a feasibility study into a premium ecotourism experience on Whitsunday Island (**TD 25 May**) which will focus on new eco-accommodation options.

The study will investigate low-impact accommodation as well as walking tracks around the island.

It will look to expand on the existing tracks and showcase iconic destinations such as Whitehaven Beach and Hill Inlet.

Discovery Parks rink

VISITORS to Victoria's Echuca-Moama region this winter can take advantage of Discovery Parks - Maidens Inn's pop-up ice skating rink from 22 Jun to 23 Jul.

The rink will be open daily during the period, offering six sessions from 10am to 5:30pm.

MEANWHILE, Discovery Parks and Top Parks have teamed up to launch a new rewards program, G'Day Rewards, which offers a discount of 10% on all bookings.

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