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Sydney, Wednesday, October 24





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#### **CONFIRMED SPEAKERS INCLUDE:**

- Anthea Hammon, Managing Director, Scenic World; Director, Hammons Holdings
- Anthony Hayes, Chief Operating Officer, Sealink Travel Group (SLK)
- Anthony Moulder, Head of Transport & Infrastructure Research, CLSA Australia
- Bob East, Chairman Tourism Australia/ Chair Experience Co (EXP)
- Brett Mitchell, Regional Director APAC, Intrepid Group
- Darrin Grafton, Co-Founder, Serko (SKO)
- David Hammon, CEO & Director Hammons Holdings, (Scenic World/Sydney Harbour Bridge Tourism Experience)
- **Dax Eddy**, Executive Director, Jamberoo Action Park
- Jamie Pherous, Managing Director, Corporate Travel Management (CTD)
- Jeff Lewis, VP Technology & Strategic Initiatives, TripAdvisor
- Josh Oakes, Director, The Sunshine Tribe

- Les Szekely, Managing Director, Grand Prix Capital, early investor in SiteMinder and Rezdy
- Nigel Benton, Publisher, Australian Leisure Media
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- Robert Halfpenny, Managing Director, Aurora Expeditions
- Rob Smith, Divisional Director, Australia/New Zealand, Merlin Entertainments (LON: MERL)
- Rod Cuthbert, Founder Viator, Former Chairman Rome2rio
- Simon Lenoir, Co-Founder, Rezdy
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- Susan Bonner, Vice President and Managing Director, Royal Caribbean Line, Australia/New Zealand
- Tammy Marshall, CEO, The B Hive
- Vasso Zographou/Michael Simpson, Savills Hotels

Visit www.traveltrends.biz for further information and bookings.

Any queries, please contact event organiser Bluewater Press on (02) 9882-1575 or email martin@traveltrends.biz.







# Silversea orders new ships

**SILVERSEA** Cruises overnight announced further expansion of its fleet, with an order for two new "Evolution-class" vessels as well as a new expedition ship to be named Silver Origin.

The move was hinted at last Fri by Silversea Australasia MD Adam Armstrong (TD vesterday), with the company's majority ownership by Royal Caribbean providing significant resources to grow the Silversea operation.

German shipbuilder Meyer Werft has been contracted to build the Evolution Class vessels, while Silver Origin will be constructed by Dutch builder Shipyard De Hoop.

The new expedition vessel, scheduled for arrival in Mar 2020, will serve the Galapagos Islands itinerary currently sailed by Silver

## Today's issue of TD

Travel Daily today has seven pages of news, a front cover wrap for **Travel IQ**, a photo page for Addicted to Maldives plus full pages from:

- TMS Talent/inPlace
- One&Only

Galapagos, the company said.

Details of the Evolution Class vessels have not been revealed at this stage, but Meyer Werft MD Tim Meyer described them as "a new generation of environmentally friendly ships in the ultra-luxury cruise market".

The first Evolution-class ship is expected to be delivered in 2022.

More from Silversea in today's issue of Cruise Weekly.

#### New chief for BA

**BRITISH** Airways has appointed Andrew Brem as its new Chief Commercial Officer.

Brem joins the airline from insurance firm Aviva, and prior to that was with British Gas.

He replaces Adam Daniels who is moving to the Avios loyalty scheme after three years at BA.

#### Don't miss Travel IQ

**LIMITED** tickets are still available for the upcoming Travel IQ conference on 24 Oct in Sydney, with a host of high profile speakers - for more details, see the cover page.







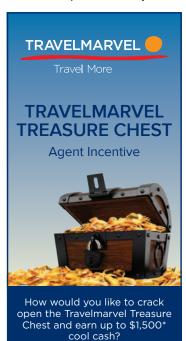




#### One&Only Dubai

**ONE&ONLY** Resorts is today highlighting the One&Only Royal Mirage and One&Only The Palm properties in Dubai, with savings of 20% for bookings of five nights or more

For more information see page nine of today's Travel Daily.



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# Fundell promoted at GFOB

**GLOBUS** family of brands Marketing Manager Chris Fundell has been appointed as the group's Director of Marketing.

The move sees Fundell remain with the company despite his resignation earlier this year, just prior to the shock departure of former Managing Director Stewart Williams (TD 08 Feb).

The following week Globus confirmed that Fundell, who was relocating to Queensland, had agreed to postpone leaving the firm by six months (TD 13 Feb) to support interim Managing Director Peter Douglas.

Since then Gai Tyrrell has been appointed as Williams' replacement (TD 10 Jul), and she

diverse role with the Globus family of brands. "The company has an exciting

yesterday confirmed that Fundell

was staying on in his new role.

Marketing Manager for Globus,

Cosmos, Avalon Waterways and

years, with Tyrrell saying "we're

pleased to offer Chris a new and

Monograms for the last three

He has been National

future with a strong team and a suite of new products and experiences recently launched into the market," she added.

Globus this morning confirmed that Fundell would continue to be based in Sydney in his newly expanded role.

## **AAT Kings appoints**

JASNA Stevania has been named as the new Head of Sales for AAT Kings, taking the role vacated by David Gendle (TD 27 Sep) who is moving to Back-Roads Touring and Topdeck.

Stevanja's most recent role was at online retailer Stylerunner, with her career also including eight years at Flight Centre.

She was also previously Head of Sales and Distribution at the now defunct Creative Holidays.

AAT Kings Managing Director Hans Belle paid tribute to the departing Gendle, who said his 27 years with the company had been "integral to the brand's results and strong position within the industry".

## New Fiji air deal

**THE** Australian Government has signed a new expanded air services agreement with Fiji.

Transport Minister Michael McCormack said the new pact allowed for a capacity increase of more than 20% - the largest such boost since 1999.

"It supports our tourism, trade and cultural links between Australia and Fiji," he said, with almost 390,000 passengers flying on the route in the year to 30 Jun.

McCormack also revealed a new agreement with the Philippines, including unlimited freight capacity and a 15% boost to passenger entitlements over the next six months to accommodate expected growth on the route in the coming years.

## PX rejigs Micronesia

AIR Niugini is deploying a Fokker 70 on the Micronesia route, replacing the Boeing 737-800 which overshot a runway, killing one passenger (TD 02 Oct).

Frequency drops to once weekly and the inbound flight number is changing from PX73 to PX75.





All existing agents need to re-register for the new website.

Register before 31 October 2018 for a chance to win a Disney Prize Pack.

**©**Disney





#### **Hyatt buys 2 Roads**

**HYATT** Hotels Corporation will expand into 23 new markets with its acquisition of hotel management company Two Roads Hospitality at a cost of US\$480 million.

The addition gives Hyatt 85 new properties in eight countries, including "distinctive lifestyle hotels, resorts and vacation residences," the company said.

"We are pleased to be coming together, and are dedicated to learning from each other and taking the best of both organisations forward," said Hyatt Pres & CEO Mark Hoplamazian.

"Two Roads' passionate team members, strong brands, global footprint and robust development pipeline will expand our lifestyle offerings and grow Hyatt's brand presence in more places where our guests and World of Hyatt members want to travel."

Two Roads brands include Alila, Destination, Joie de Vivre, Thompson, and tommie.

# **NSW** reforms target comm

**THE NSW Government has** announced plans to force all businesses that make product and service recommendations to disclose their commissions. referral fees and kickbacks.

NSW Minister for Innovation and Better Regulation Matt Kean said the move would put buying power back in the hands of consumers and small businesses.

"Consumers are increasingly relying on referrals from third parties, including agents and price comparison websites when deciding what to buy," Kean said.

"Not everyone knows that these referral businesses often receive a financial incentive for recommending specific products or services."

The proposal is under Kean's shakeup of NSW consumer laws, which he has dubbed "Better Business Reforms".

"Under my reforms, referral businesses will need to be clear up front about any commissions they're receiving," Kean said.

AFTA CEO Jayson Westbury told **TD** AFTA welcomed the announcement, but believed strongly that these types of reforms needed to have a national footprint in order to work effectively.

"Reforms of this nature on a state-by-state basis lead to confusion and uncertainty for both business and consumers," Westbury said.

"While no detail has been provided to AFTA at this time, it may impact upon those travel websites which are designed with heavy discounts as their primary proposition to consumers."

Kean plans to introduce the Better Business Reforms to Parliament later this month.

#### Qantas boosts Bali

**QANTAS** has confirmed a seasonal boost for its daily Sydney-Bali services, with Boeing 737-800 aircraft to be replaced by larger Airbus A330-200 planes starting from 17 Dec.

A Qantas spokesperson said the Airbus services would operate over the summer peak until 29 Jan, allowing the carrier to meet holiday demand and "optimise our network".

The A330 will offer 24 additional Business class seats and 37 extra Economy class seats.

Garuda Indonesia also offers an A330 service on the route.



# Window Seat

MORE than 1,000 aviation enthusiasts descended on Atlanta, USA last weekend for the 32nd Annual Atlanta Airline Collectibles show, their hearts and bags ready to be filled with an eclectic range of memorabilia from days gone by.

Hosted by the Delta Flight Museum, hopeful attendees checked in to the event which offered a mind-boggling array of items, including plane models, decades-old timetables, ancient safety cards and even in-flight dinnerware from defunct airlines.

Attendees at the event have said it was plane awesome.



# **Cathay London sale**

**CATHAY** Pacific has announced sale fares to London from all its Australian ports, priced from \$1.066 return.

The fares are on sale until 31 Oct, for travel until 28 Feb.

Options include London Gatwick flights from \$1,216 ex SYD, \$1,066 from MEL, \$1,136 from PER, \$1,164 from BNE, \$1,115 from ADL and \$1,146 from CNS.



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\*Daily flights from Sydney and Brisbane to Vancouver, and up to 4 flights per week year-round from Melbourne to Vancouver.





# Travel Daily

Tuesday 9th October 2018

#### Zero tolerance for airline harassment

**AUSTRALIA'S** major carriers have highlighted their zero-tolerance policies on inappropriate behaviour in response to a union study showing 65% of cabin crew have experienced sexual harassment (TD yesterday).

Virgin Australia Group said it was concerned by the survey results and that it required staff to uphold its zero-tolerance approach and participate in regular mandatory training.

Qantas said it had clear processes for reporting and investigating incidents, and that it had dismissed 12 staff in the past year for harassment offences.

It said passengers faced police action or being put on a no-fly list if they harassed crew.

Qantas will introduce a new program later this year asking crew what additional action can be taken.

#### Spirit expansion

**AMERICAN** airline Spirit has celebrated its first global flights out of Orlando International Airport by announcing it will expand its crew base from Dec.

Close to 150 flight attendants and pilots will join the company from 01 Dec to assist with the international expansion, adding to the 150 airport jobs recently created by the airline to support the company's rapid growth.

Spirit now offers nonstop services to 38 destinations and up to 49 daily flights across the US, the Caribbean and Latin America.

#### **Qantas** webinars

**AGENTS** can now register for Qantas' 15-minute virtual training sessions, taking place on 17 Oct.

The webinars will include info on codeshare expansions, digital frequent flyer cards, the Dreamliner network, lounge enhancements & regional news. **CLICK HERE** to register.

# Agents say bula with Viva!



**FIVE** agents were recently invited on an exclusive Viva! Holidays famil to Fiji.

Travelling with Fiji Airways, highlights of the trip included staying at the Marriott at Momi Bay and a morning snorkelling trip to a secluded sand bar in the middle of the Mamanuca Islands.

The group also visited Monuriki Island, where the movie Castaway with Tom Hanks and "Wilson" was filmed.

Pictured are: Yohan Siva, Helloworld Travel Circular Quay; Katrina Roberts, Richmond Travel; Graham Habgood, Helloworld Travel Jesmond; Sharon Puckeridge, St George

Travel; Darren Evans, State Sales Manager NSW/ACT Viva! Holidays; and Angela Fisher, Hills Travel Centre.

#### **Infinity Falls opens**

**SEAWORLD** Orlando has opened what it says is the "world's tallest river rapids attraction", called Infinity Falls.

The white-water rafting experience features a recordsetting 12m waterfall drop, along with rapids and fountains.

Riders board eight-passenger circular rafts and venture through a rainforest environment inspired by freshwater ecosystems.



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London Gatwick ^	from AUD	1,159	6,269
Paris	from AUD	1,099	6,109
Rome	from AUD	1,139	6,029
Rome		1,139	6,02





\* Offer valid until 31 October 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 15 January – 31 August 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 and weekend surcharges may apply. For all other terms and conditions please review at time of booking.

\*\*London Gatwick fare valid for sale until 15 October 2019. Travel dates are as per above.



# Peru puts the focus on agents



**UNIQUE** Latin America treated 25 agents to a three-course Peruvian dinner event at Sydney's En Casa restaurant last week.

Attendees enjoyed Pisco Sour demonstrations, a live folkloric dance show, and guest presentations from Promperu tourism board & LATAM airlines.

The evening was topped off with a prize giveaway, with Roslyn Burgess from Helloworld Lane Cove nabbing a trip to Peru.

Burgess won a five-day Sacred Valley & Lares Adventure to Machu Picchu with Mountain Lodges of Peru, a three-night cruise on the Delfin III with Delfin Amazon Cruises, an immersive two-night eco-lodge experience at Refugio Amazonas with Rainforest Expeditions, plus international and internal airfares, courtesy of LATAM.

The educational dinner was one of the first activities under Unique Latin America's new agent-focused strategy, which it says aims to put travel agents first and show them they are valued.

"Agents are always putting their customers first, so we wanted to put them first this time and show them just how valued they are at Unique Latin America," said Unique Latin America Director Rebeca Espinoza.

During the event Espinoza urged agents to show their clients the "real Peru", highlighting some of the most authentic experiences, from the Andean mountains to the Amazonian jungle.

Pictured are: Svet Monastyrsky, Promperu; winner Roslyn Burgess, Helloworld Lane Cove; Rebeca Espinoza, Unique Latin America & Shalina Sabar, LATAM.



#### Flight status deal

**GLOBAL** travel comparison platform Skyscanner has entered into a partnership with aviation tech company VariFlight to add real-time flight status updates to the Skyscanner mobile app.

VariFlight's technology will power the new feature which will provide up-to-date information on check-in counters, gates, and estimated takeoff/landing times.

#### Next to Sri Lanka

**NEXT** Hotels is set to make its debut in Sri Lanka when it opens the Next Hotel Colombo in 2019.

The 164-room property will be home to a Kafnu Urban Village a specialist area designed for entrepreneurs to collaborate in. It will also have multiple restaurants, a pool and a gym.

#### TAT restructure

**THE** Tourism Authority of Thailand (TAT) has announced a restructure of its Deputy Governor positions.

The changes include Chattan Kunjara Na Ayudhya becoming Deputy Governor for International Marketing Asia and the South Pacific, Siripakorn Cheawsamoot moving into the Deputy Governor for Policy and Planning role, and Somradee Chitchong being appointed Advisor 10.

The changes came into effect earlier this month.

#### NCL cruise guide

NORWEGIAN Cruise Line (NCL) has launched the latest version of its Worldwide Cruising Guide with info on 2019/2020 itineraries, updated ship amenities, and trip planning advice.

Highlights of the guide include details on Norwegian Jewel's return for a third season in Australia, as well as cruise itineraries sailing through Hawaii, Papeete and Bora Bora.

Further big ticket items include new Alaska cruise tour options and Europe sailings.

Access the guide online HERE.

#### Blockchain focus

**NEW** research released by SITA suggests blockchain technology attracted the most research attention from airport and airline CIOs so far this year.

Leading the motivation for the time investment in blockchain is its versatile utility across a range of important aviation functions such as passenger identification, ticketing, asset tracking, and frequent flyer programs.

"The biggest obstacles standing in the way of a seamless passenger journey are the siloed processes," said SITA Lab Director Gustavo Pina.

"By collaborating as a single industry, we can smooth that journey and blockchain is one of the technologies that has the potential to make that possible". Access the full report **HERE**.



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# Travel Daily

Tuesday 9th October 2018

# Agents feed their Maldives addiction

FOUR lucky agents have just received a serious dose of the Maldives blues after returning from a famil hosted by destination specialist Addicted to Maldives. The famil saw agents Marienne Guberina and Maria Paradisis of SmartFlyer Australia, along with Louis Teng of Ashmore & James Travel Associates and Lauren David of SmartFlyer USA, experience four of the best luxury resorts the Maldives has to offer.

The agents enjoyed stays at Gili Lankanfushi, St Regis Vommuli and One&Only Reethi Rah and were also honoured to be the very first industry guests to experience new Maldives beauty JOALI.

"The Maldives forms part of so many people's bucket lists, including many travel advisors", said Di Lechner, Co-Founder & Director of Addicted to Maldives.

"We worked closely with each of our participating resort partners to create an exciting itinerary for our agents that included signature experiences at each of the resorts," she said.

"We wanted to showcase the unique offerings of each property as well as the destination, and it was important that the agents could truly immerse themselves in each resort, experiencing it exactly as their clients would.

"Education is key to being able to sell the Maldives," Lechner explained. For Maldives bookings and enquiries, see www.addictedtomaldives.com.

> DI LECHNER hanging at the beach club at One&Only Reethi Rah.

> > **ENJOYING** a

Champagne in the lagoon.



DI LECHNER takes a moment to feed her addiction.



ENJOYING a magical set up on a private

DI LECHNER and Lauren David take to watersports at JOALI Maldives. Image by Maria Paradisis.



Estate at St Regis Vommuli.



**CHECKING** out the largest overwater villa - The John Jacob



THE token Addicted to Maldives bath tub shot at the St Regis Vommuli Spa.



THE incredible arrival jetty at the new Maldives beauty JOALI. Image by Maria Paradisis.



LAUREN David, SmartFlyer USA, settles into island life at Gili Lankanfushi.



# Hard Rock Desaru opens



**HARD** Rock International has officially opened its second hotel in Malaysia, Hard Rock Hotel Desaru Coast.

Located on the southeastern region of the Malaysian coast, the property encompasses 365 rooms comprising of Studio Suites, Rock Royalty Suites and a Rock Star Suite.

The hotel also features four dining outlets including the Constant Grind coffee & bar, Lobby bar and the Elephant & the Butterfly, a Mexican poolside bar

It also offers shopping facilities, golf, waterparks, a man-made beach, yoga program, fitness centre and a kids' club.

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Q6. True or False: Govsters is a name given to a new breed of modern and urban Washingtonian?



## La Collection grows

**LA COLLECTION** by Le Club AccorHotels has announced the launch of its e-boutique platform in Asia Pacific.

With more than 800 products including tech gadgets, homewares, beauty products, fashion accessories, travel goods and more, members can choose to purchase with points, or cash plus points and can also earn and accumulate points.

#### Club 18-30 to close

**THOMAS** Cook has announced it will be ceasing its Club 18-30 holiday brand on 27 Oct.

The closure comes after the company's failed attempts to sell the brand in recent months. with UK Chief Executive Ingo Murmester stating it "no longer fits with our wider program".

The company plans to shift its focus to its Cook's Club brand.

#### Hawaiian Q3 record

**HAWAIIAN** Airlines has achieved a record for Q3, welcoming over three million guests during the period, the latest traffic statistics from the airline show.

The data marks a 1.3% increase on the same period last year.

Total traffic was also up 6.2% while the airline increased capacity by 8.1%.

## Mudgee campaign

THE Mudgee region has launched its new tourism campaign, Water to Wine, for travel between Oct and Mar.

Experiences include cellar door tours, private tastings with the winemaker, bush tucker dining, stud farm tours, hot air ballooning and star gazing.

The option to package flights and accommodation is also available - CLICK HERE for more.

VIEW HERE

# Travel Daily

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Produced each weekday since 1994. Travel Daily is Australia's leading travel industry publication

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An established market leader located on the Northern Beaches presents the perfect opportunity for work/life balance. Handling special interest groups you will manage the operations & logistics once a booking has been confirmed. Call Susan or Click HERE

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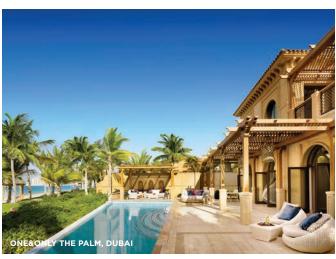


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