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WIN YOUR WAY TO THE GRAMMYS[®] IN L.A.*

Rub shoulders with the music elite with thanks to Delta Air Lines and Discover Los Angeles, who are giving you a chance to WIN one of three money can't buy trips for you and a friend to The GRAMMY® Awards in Los Angeles in February 2019.

Simply learn about the new features of Delta's new B777, complete the L.A. Insider program and book and ticket Delta from Australia to Los Angeles from now until Friday 14 December 2018 to enter the draw.

A range of weekly prizes are also up for grabs. *Terms and conditions apply.

GRAMMY AWARDS

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DISCOVER LOS Angeles

FIND OUT MORE >

GRAMMY AWARDS

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Travel Daily First with the news





Friday 12th October 2018

Today's issue of TD

Travel Daily today has 10 pages of news, including a front cover page for Delta and a photo page for Tourism Fiji, plus full pages from:

- Los Angeles Tourism
- Travel Trade Recruitment
- Corporate Travel Management

Join the Grammys

DELTA Air Lines is offering Australian travel agents the chance to win one of three "money can't buy" trips to Los Angeles to attend next year's Grammy Awards with a friend.

To take part, agents need to learn about the features of Delta's new Boeing 777, complete the LA Insider program and book and ticket Delta from Australia to Los Angeles by 14 Dec.

Weekly prizes are also on offer and the three grand prize winners will jet off to LA in Feb - see today's **cover page** for details. **CRUISE** tourism contributed almost \$5 billion to the Australian economy last financial year, but growth has stalled amid stagnant visitor spending and ongoing capacity constraints.

Cruise Lines International Association (CLIA) Australasia and the Australian Cruise Association (ACA) last night released their first joint economic assessment (**TD** breaking news), showing cruise tourism generated \$4.8 billion in direct and indirect economic output in 2017-18.

Conducted by AEC Group, the study showed that 1,236 ship visits provided 3.5 million passenger and crew visit days last financial year, resulting in \$2.3 billion in direct economic output and \$2.5 billion in indirect and induced output.

More than 17,000 full time jobs were supported by the direct spending of cruise passengers, crew and cruise lines, while



Cruising growth falters

buted wages added \$1.4 billion to the Australian local economy. ear, but CLIA and ACA have not made stagnant direct comparisons to last year's

direct comparisons to last year's results, having changed their methodology and integrated the processes they previously conducted separately.

traveldirectors.com.au

However CLIA's report from 2016-17 reported an economic contribution of \$5.3 billion.

CLIA Managing Director Australasia Joel Katz told **TD** adjustments to previous figures to allow for changes in the methodology had shown no economic growth, "which is what we were expecting".

"We had the same number of ships and a similar number of ports," Katz said.

"Visit days went up slightly but spend came down slightly, so it was not unexpected."

Katz said the new methodology provided a "rebase" from which future economic comparisons could be made.

ACA Chief Executive Officer Jill Abel said the figures provided "compelling evidence of the value of the cruise industry and how crucial its continued growth is to the economy".

TIME in Brisbane

THE next Travel Industry Mentor Experience (TIME) event will be held at Oakwood Hotel & Apartments Bris at 5.30pm on 18 Oct - RSVP to timebrisbane@ travelindustrymentor.com.au.

SQ's longest flight

THE world's longest commercial flight is on its way to Newark, having taken off from Singapore last night for a massive 16,700km journey taking almost 19 hours.

Singapore Airlines' new service aboard its Airbus A350-900ULR long-range aircraft is currently ahead of schedule and due to land at 5.11am today local time (8pm AEDT).

The service has no Economy class, with just 67 Business class and 94 Premium Economy seats.

El chief steps down

AER Lingus Chief Executive Stephen Kavanagh has decided to step down on 01 Jan after a 30-year career, but will remain on the airline's board as a nonexecutive director.

He will be succeeded as Chief Executive and Executive Director by Sean Doyle who is currently British Airways Director of Network, Fleet and Alliances, the carriers' parent company International Airlines Group (IAG) has confirmed.

Discovery LA update

DISCOVERY LA has compiled all the latest travel industry news from the city of angels, including details on the LA Insider online training tool.

There's also news from Los Angeles International Airport, the planned Godfrey Hotel Hollywood and American Airlines, among others - **see page 11** for details.

BUSINESS

REWARDS

Have your customers joined Qantas Business Rewards yet?

Sign up for free

*You must be a Qantas Business Rewards member to earn points for your business. Conditions apply. Points based on membership from Qantas Acquire from 31 March 2014 to 31 January 2017 and Qantas Business Rewards from 1 February 2017 to 30 June 2018.

Australian small businesses

3.2 BILLION

bonus Oantas Points* from flving

have earned ——



Need help wading through the huge variety of cruise options out there?

Check out the 2019 Cruise Guide for a comprehensive tool.

CRUISE Travel Daily travelBulletin

QF double status

QANTAS is offering double Status Credits on eligible QF flights worldwide in all cabins.

The offer is applicable to customers who register and book an eligible service between 11 Oct and 16 Oct 2018, for travel 23 Oct-30 Jun 2019 - **CLICK HERE**.



Book customers on Air Vanuatu flights in October and you could be following them.

ENTER NOW

HIGH profile NSW hotelier Jerry Schwartz has taken a stake in the company which operates Sydney Seaplanes, with the move set to see a significant increase in services out of Rose Bay.

Schwartz flies to rescue

Schwartz will also add his own pair of amphibious aircraft to the Sydney Seaplanes fleet, lifting the total complement to six, with existing shareholders Aaron Shaw and Ken Gaunt confirming the investment would provide a boost to the company.

On New Year's Eve 2017 Sydney Seaplanes was rocked by the crash of one of its aircraft into the Hawkesbury River, killing all six people on board.

The company confirmed the incident had been a drain on its cash flow but Shaw and Gaunt said the business would have survived without the injection of the third shareholder.

New Sunshine Coast convention centre

THE new owners of the Novotel Twin Waters Resort on the Sunshine Coast (**TD** 26 Sep) have today confirmed the development of an \$8 million purpose-built convention centre.

Shakespeare Property Group says the new facility will open in Apr 2019, with capacity for up to 2,000 delegates and four different meeting and event spaces. AccorHotels has also been confirmed as the preferred operator for the new centre. "Jerry's investment, both financial and also with the fleet growth, they really help us speed up that recovery significantly," Shaw told *The Australian*.

Schwartz also holds land at Cessnock Airport which could potentially provide a second hub for Sydney Seaplanes.

"Seaplanes have been such a fundamental part of Sydney's transport heritage, and given how many idyllic locations along the east coast are located on waterfront, there is a natural advantage of growing the network," Schwartz said.

He also noted strong demand for high-end groups to visit the Hunter Valley to play golf, visit wineries or take part in many of the local events held there.

Schwartz owns 11 hotels in Sydney and the Hunter region including the Sofitel Sydney Darling Harbour adjacent to the International Convention Centre.



MULPHA Australia has purchased the Waldorf Stadium Apartment Hotel in Auckland.

The 178-room strata title development is leased to Japanese serviced apartment group Daiwa House, which bought the Waldorf operations in Australia and NZ last year with further plans for expansion.

The deal is the biggest hotel transaction in Auckland in 12 years, with Mulpha's other local hospitality assets including the Sydney InterContinental Hotel and Hayman Island, set to relaunch under IHG management in Jul next year.

Asian DMC deal

BANGKOK-BASED inbound operator Diethelm Travel Group has acquired Travel Center Asia, with the two companies to combine under the Diethelm Travel banner from 01 Nov and relocate to larger offices in Dec.







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.

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Uncover what to do when the Wallabies aren't playing in the RWC in Japan next year, in the October issue of *travelBulletin*.

CLICK to read traveBulletin

Platinum One perk

QANTAS has made it possible for its top-level Platinum One frequent flyers to gift Platinum membership to anyone.

Previously Platinum One members, who get there by collecting 3,600 status credits in one year, were offered a free Platinum membership for a partner or significant other residing at the same address.

QF has now expanded the availability of the offer, saying a "family member or friend from any address" can be nominated for the complimentary Platinum.

VIA Rail upgrade

CANADA'S VIA Rail overnight announced a C\$16.5 million project which will transform four dining cars for use on its long haul *The Canadian* train as the latest stage of a major fleet upgrade program scheduled to be completed in 2020.



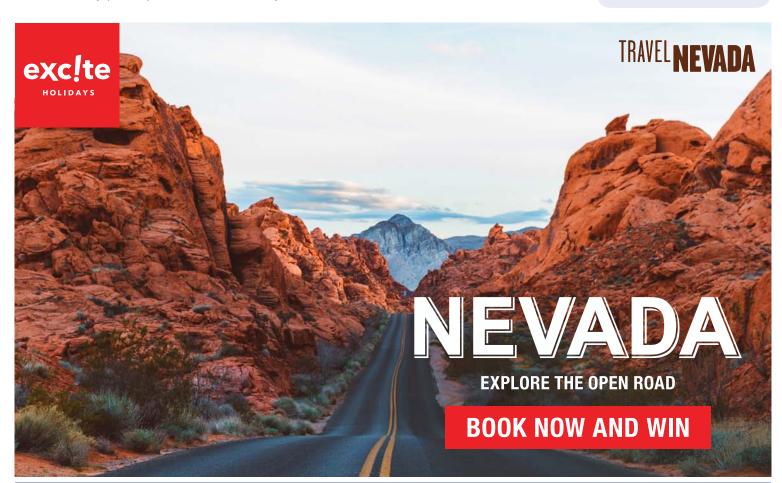
WE'VE all experienced the thrill of a drunken impulse buy while on holidays - but it's usually a handbag or jewellery.

A newlywed British couple have definitely taken it up a notch, purchasing the Sri Lankan hotel they were staying in on their honeymoon last Dec.

The London couple were socialising with staff at the beach-front B&B in Tangalle, and after 12 glasses of rum found the lease was almost up.

For about US\$1,000 a month, the woman said "we thought it would be a brilliant idea to buy it because we were so drunk".

So far so good - they have renamed the seven-room hotel as the "Lucky Beach Tangalle" and are reportedly seeing a "steady flow of customers".



Third voco deal for Australia IHG has announced a third voco-branded hotel will open in

a third voco-branded hotel will open in Australia since the brand's global launch in Jun. The company has

The company has inked a deal with real estate company Brady Group for the voco Melboune Central.

The 252-room hotel will be part of the "380 Melbourne" skyscraper, and is scheduled to open its doors in Jul 2020.

Its rooms will feature luxury fitting such as high quality showers, "indulgent" beds and "user-friendly" technology.

"We're thrilled to partner with Brady Group to bring the third voco to Australia as part of the spectacular 380 Melbourne development," said IHG Senior Director of Development – Australasia Abhijay Sandilya.



Friday 12th October 2018

"The signing...complements our upcoming voco Gold Coast, the first voco in the world when it opens later in 2018," he added. voco launched in Jun this year with ambitions of strengthening IHG's offering in the \$40 billion upscale segment, which is anticipated to grow by another \$20 billion by 2025.

voco Melbourne Central will be located at 380 Lonsdale Street, nearby Bourke Street Mall and Melbourne Central. A render is **pictured**.



Syd hotels down

REVENUE per available room (RevPAR) for hotels in Svdnev dropped by 2.5% to \$211.38 in Sep when compared to the previous corresponding period.

The average daily rate (ADR) was also down by 0.8% to \$211.38, with the drivers of the reduced performance attributed to added supply.

Sep saw a 5.7% bump in supply, while demand was not able to keep pace, clocking 3.9% growth.

Hilton Maldives

THE SAii Lagoon Maldives hotel will open as part of Curio Collection by Hilton in 2019.

The 198-room resort will be managed by S Hotels & Resorts and feature spacious deluxe rooms, beach villas and in-house dining options.

The property is located in the Emboodhoo Lagoon, a short boat ride from the nearest airport.

Friday 12th October 2018

Sunsail brochure

SUNSAIL has launched its 2019 brox offering flotilla itineraries in destinations incl Croatia & Italy.

The program has limited sailby-the-cabin itineraries in Europe and the Caribbean.

Sunsail is offering 10% off bareboat and flotilla holidays worldwide - more HERE.

AirAsia new CEO

AIRASIA India has announced Sunil Bhaskaran will take over as Chief Executive Officer from 15 Nov, replacing Amar Abrol who departed the role in Jun.

Bhaskaran arrives with more than 30 years of experience with the India-based Tata Group and is also the VP Corporate Services at Tata Steel.

AirAsia India reported an operating loss of US\$6.9 million for the second quarter, more than double the loss in the same period the previous year.

Virgin gets zen about flying



VIRGIN Australia vesterdav hosted a meditation flight in partnership with Australian wellbeing app, Smiling Mind. The zen flight departed Sydney

with 65 special guests on board including Virgin's high profile Founder Richard Branson.

"We want to encourage more pax to use their time flying with Virgin Australia to exercise their mind through meditations in the in-flight entertainment system," Branson said.

"What better way to make this known than by holding the world's first dedicated meditation flight," he added.

All guests were treated to a

hot towel and hand massages from the smoothfm angels, before Smiling Mind led a guided meditation at 30,000 feet.

VA also announced that from early next year the airline will offer anxiety counselling services before and on flights.

A chilled Branson is pictured.

Bentours famil comp

BENTOURS has announced every booking throughout Oct for a Hurtigruten Norway cruise will automatically qualify for an entry to win a spot on a Norway famil.

The trip departs 21 Nov and visits Oslo and Bergen, with a sixday southbound HRG cruise.





AGENT INCENTIVE

WIN A TRIP FOR TWO ON THE GHAN EXPEDITION & JOIN US AS WE CELEBRATE 90 YEARS OF THIS LEGENDARY RAIL JOURNEY!

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Friday 12th October 2018

Ignite Travel's Fijian fun



IN CELEBRATION of Fiji Day on Wed, Ignite Travel Group enjoyed a fun-filled day of Fijian festivities which saw staff getting into the spirit by donning their finest floral shirts and tropical leis.

The event, which aimed to raise money for Ignite's chosen charity, Share the Dignity, continued with a "Bula-themed" BBQ, where staff shared their favourite stories about the nation.

The jovial group is **pictured**.

QF, KLM IASC

THE International Air Services Commission (IASC) has received an application from Qantas to transfer its capacity for codeshare services with KLM Royal Dutch Airlines (*TD* yesterday).

The commission is inviting submissions, with the closing date 25 Oct.

The tie-up is subject to govt and regulatory approval.

NDC confuses: GBT

TRAVEL managers have reported confusion and concern about New Distribution Capability (NDC) in research conducted by the Association of Corporate Travel Executives and American Express Global Business Travel.

The study, *The Evolution of Air Distribution*, found travel managers expect some benefit from NDC, with 64% saying it could improve the booking experience and 56% believing it could help contract negotiations with airlines.

However, the majority of travel managers fear that fragmentation created by NDC could threaten cost control (89%), policy compliance (87%) and duty of care (77%).

Read the full study HERE.

Gate 7 nabs Alterra

TOURISM marketing agency, Gate 7 has been appointed by Alterra Mountain Company as its in-country representation of the second

Gate 7 will oversee Alterra's communications strategy, drive brand awareness through digital influencer and media relations activity in the Australian market.

Located in Denver Colorado, Alterra owns and operates ski resorts, including Colorado's Steamboat & Winter Park Resort.

Ovolo renovation

OVOLO Hotel Group has announced a \$55 million renovation of its Brisbane property, Emporium Hotel, which the company acquired in Jan 2018 (**TD** 11 Jan).

It will reopen as Ovolo The Valley and feature 103 rooms, a rooftop swimming pool, a gym, a sauna and meeting rooms.

The property will offer free breakfast, wi-fi and laundry.

Crystal 2021 cruises

CRYSTAL Cruises has released its lineup of 2021 luxury sailings aboard the *Crystal Symphony* and *Crystal Serenity*.

The 68 all-inclusive voyages to 238 destinations in 53 countries, feature nine maiden calls in destinations such as Townsville, Australia; Banda Neira and Ambon, Indonesia; Burgas, Bulgaria; Novorossiysk, Russia; and Seydisfjordur, Iceland.

Other highlights include visits to 175 UNESCO World Heritage sites, *Crystal Serenity's* 139-day "Ancient Dynasties & World Wonders" world cruise and the 10 seven-day sailings through the Mediterranean aboard *Crystal Symphony*.

The 2021 voyages are now open for booking, **CLICK HERE**.

POST CARD FROM GEIRANGERFJORD From onboard Le Champlain

Wow! What a fabulous start to my first PONANT cruise ! A glass of French Champagne and a warm welcome from a French Ryan Gosling lookalike! Talking about gorgeous views....Geirangerfjord is the jewel in the crown of the Norwegian fjords. It is a fairy-tale landscape with its majestic, mountain tops, wild and beautiful waterfalls, lush green vegetation



and the deep, blue fjord.

Today we saw the beauty of seven dramatic waterfalls, a perfect introduction to all the natural beauty Norway has in store for us!

Even though Le Champlain is an expedition ship, she is a luxurious home away from home, complete with contemporary interiors balconies and beautiful personal touches.

The day spa is a Must-Do! Luckily, I had time to relax in the sauna to enjoy the stunning views before dinner!

Jeannie Foster

Discover The World

Book PONANT Luxury Expeditions with Discover the World on 02 9959 3696



Family travel to rise

THE global outbound family travel market will grow to 376 million trips annually by 2022, according to analytic company GlobalData.

The forecast suggests a 4.6% boost from 2017 to 2022, based on a compound annual growth rate metric.

The rise in family holidays is expected to be driven by increases in disposable income and emerging markets continuing to open their borders.

"Family travel is moving beyond the traditional sun and beach getaways," said GlobalData Head of Travel & Tourism Sara Grady.

Kalbarri Skywalk

THE contract to build two skywalks in the Kalbarri Skywalk project in WA has been awarded to Bocol Constructions.

The two skywalks are expected to be completed by mid-2019.

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Cannabis on planes

PEOPLE aged 19 and over will be legally allowed to carry up to 30 grams of cannabis while travelling domestically in Canada from 17 Oct.

Vancouver International Airport has issued a statement in the lead up to the law change, encouraging travellers to Canada to be aware that crossing international borders with cannabis remains illegal, and that laws may vary between individual provinces in the country.

Travelport Air India

TRAVEL platform Travelport has secured the rights to be the sole provider of Air India's domestic flight content in India, effective from next month.

"The switch to Travelport... means we can deliver better value for money and superior distribution," said AI Managing Director Pradeep Singh Kharola.



Townsville's tropical oasis

TOWNSVILLE has welcomed the reopening of The Ville Resort-Casino, **pictured**, following a \$44 million redevelopment.

The nine-storey, 194-room resort is built around a raised infinity pool with a swim-up Splash Bar (**below**), and is surrounded by an elevated timber terrace and landscaped gardens overlooking the Coral Sea.

The property features a "light and airy feel" in each of its Deluxe





and Executive Suites (**above**), and offers guests a range of additional facilities including Asianinspired restaurant Miss Songs, contemporary Balinese-style bar The Quarterdeck, plus alfresco dining at the Palm House buffet restaurant.

The resort also features 779m² of conference space that can be configured into one, two or three rooms accommodating up to 1,200 guests.

For more information visit the website at the-ville.com.au.



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w www.traveldaily.com.au

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Airnorth plies trade with agents



AIRNORTH recently hosted a famil for seven lucky Melbournebased agents to the Lost Trades Fair held in Toowoomba.

In addition to checking out the unique festival, the group was taken on a tour of Toowoomba's finest attractions and escorted to dinner at the Walton Stores commercial precinct, before being put up at the Burke & Wills Hotel and Potters Boutique Hotel.

Indonesia signs SITA

INDONESIAN airport operator PT Angkasa Pura I Persero (AP1) has signed a deal with technology provider SITA to manage rising passenger numbers across all of its 13 airports.

The signing extends SITA services already in use at AP1's airports in Bali and Surabaya to other points in central and eastern Indonesia.

The regional carrier recently became the official airline sponsor for the fair, which this year attracted more than 11,000 visitors over two days and showcased heritage skills and trades that are not commonly undertaken in modern times.

In addition to the famil, Airnorth also flew face of the event, barrel maker George Smithwick, to the fair on one of its E170 jets.

Pictured: Michael Warcaba, Jessica Loganathan, Chris Lipapis, Antoinette Fava, Alex Taylor, Fiona Elliott, and Jenny Wei.

Holiday Inn Udaipur

IHG has signed a deal with developers to operate a 195room hotel in the Indian city of Udaipur, to be called Holiday Inn Udaipur Urban Square. The property is expected to open in 2022.

EK lifts Manchester

EMIRATES is rejigging its flights to Manchester in the UK, with GDS screens indicating that a second of its three daily A380 flights from Dubai will utilise the higher capacity two-class configuration aircraft.

EK17/18 will still have three classes but from 01 Dec EK19/20 and EK21/22 will have the 615seat two-class layout.

One Ocean adds

ONE Ocean Expeditions (OOE) will next week hold a "recommissioning" event in Nova Scotia to welcome RSCG Resolute to its fleet.

The former Hapag-Lloyd Cruises vessel's inaugural voyage as a OOE ship will depart 16 Nov from Ushuaia for Antarctica.

The ship will explore Antarctica and South Georgia through to Mar before heading north to the Chilean Fjords.

AirAsia relief fund

AIRASIA has launched a relief fund to support communities hit by the earthquake and tsunami that struck the Indonesian island of Sulawesi last month.

Australians can contribute by **CLICKING HERE.**

Cape Fahn Hotel

CAPE and Kantary has opened a hotel on a private island off the coast of Thailands' Koh Samui.

Cape Fahn Hotel offers 22 villas, each with separate living areas, rain showers and bath tubs as well as a sun deck that looks onto an eight-metre private pool.

The property also features two restaurants, three salt-water swimming pools and a spa. Activities offered by the hotel include Thai cooking lessons, yoga and Thai boxing lessons.

PATA APAC figures

INTERNATIONAL arrivals in the Asia-Pacific region continue to grow at a faster rate than the global average, according to figures released by the Pacific Asia Travel Association (PATA).

In its Annual Travel Monitor, PATA says there were more than 646 million arrivals among its 47 member destinations in 2017.

This was an increase of 5.7% on 2016 figures, or 35 million more international visitors.

Growth was strongest in the Pacific where visitor numbers were up 5.9%, followed by the Americas which increased 5.8% and Asia, which was up 5.7%.



TRAVEL DAILY **A-League** tipping is coming

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Grand prize of Etihad Airways flights and tickets to see Manchester City, plus weekly prizes.





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Tourism Fiji Roadshow shares the love

TOURISM Fiji hosted its annual mainstream roadshow this week to coincide with last Wed's Fiji Day, on which Tourism Fiji delivered cupcakes to wholesalers.

The roadshow events welcomed over 400 agents across Adelaide, Melbourne, Sydney and Brisbane, along with 25 suppliers.

This year the agents were also treated to "Hunt for Happiness", an interactive scavenger hunt via smart phones. The downloadable scavenger app allowed agents to find clues and answer questions based around the products of suppliers that were in attendance.





Friday 12th October 2018

JEFF Bell, Treasure Island, Adelaide.

horage Resort



AGENTS from Travel Managers, Flight Centre Business Travel, Flight Centre Groups, Where2 Travel Malvern, Tourism Fiji, iTravel and Flight Centre St James enjoy an interactive scavenger hunt.



STATE Manager for Vic, SA & Tas, Kara Nelson delivers coconut cupcakes to Britt, Pauline, Cassie and Cathy from Island Escapes for Fiji Day.



AGENTS in Melbourne enjoy taking selfies with Mana Island.



JACKIE Charlton, Captair Cook Cruises, Sydney.



FIJIAN Warriors promoting South Sea Cruises.



STATE Manager for VIC, SA &

TAS, Kara Nelson (centre), hand-

delivers coconut cupcakes to Infinity Holidays for Fiji Day.

TOURISM Fiji's Australian team flanked by Fijian warriors.

TRAVLR'S Gordon Bayne with Shangri-La's Alex Raicebe in Melbourne.



SHARING the Fiji love at the Melbourne roadshow are Amy Williams, Tania Kennedy, and Simone Neal from Travel Counsellors; and Jessica Krammer, 5 Oceans Travel.

Travel Daily

CORPORATE UPDATE HRG chief goes in restructure

DAVID Lorimer, head of HRG Australia, is understood to be leaving the business in the wake of its acquisition by American **Express Global Business Travel** earlier this year (TD 20 Jul).

Lorimer was appointed as HRG General Manager last year (TD 06 Feb 2017), with his reports including former FCM senior exec Rob Dell, who joined HRG in Sep and whose Linkedin profile indicates he is now Amex GBT Head of Government and Enterprise Sales (TD 31 Aug).

GBT wasn't able to confirm any changes, with a spokesperson telling TD detailed plans continue to be developed for the restructuring and/or integration of the combined businesses.

"As part of this we are evaluating synergies and this potentially involves some workforce reductions in certain duplicative functions within the combined group," the firm said. Any plans would be subject to "appropriate engagement" with impacted staff, Amex GBT added.

CAPA INSIGHTS

CAPA Centre for Aviation today offers its latest exclusive infographic, presenting insight from its own data and external sources.

Construction of the sector of		
SOUTH PACIFIC		
49.9% No Alliance 241m Star Alliance 90m	Seats	15.0m
SkyTeam 83m I 18.7% oneworld 60m I	Growth	1.5%
18.7% oneworld 60m 17.2% Value Alliance 5m	DOM	60.1%
19.585 U-Fly Alliance 3m	INT	39.9%
Top Airlines by Seat Growth		
	LCC	19.5%
Eurowings (EW) 68.1%	FSC	80.5%
Thai Lion Air (SL) 39.9%	Ostar Airways	51.6%
Vietjet (VJ) 35.8%	Qatar Airways	13.9%
IndiGo (6E) 31.0%	Malaysia Airline	13.9%
Jet2.com (L5) 30.0%	Fiji Airways China Southern	8.7%
CAPA	Singapore Airlines	8.7% 6.0%
CENTRE FOR AVIATION	Singapore Airiffes	0.070
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IN THIS week's CAPA Insights, we take a closer look at the growing aviation market by focusing on global capacity.

This month, seat capacity is up 2.8% from Sep and 8.0% from Oct 2017. This growth was assisted by an additional 63 airlines operating services in the month which did not occur in 2017.

In the South Pacific, capacity was up 4.8% from Sep 2018 and we saw an additional six airlines operating within the region, which were not operating in Oct 2017.

CORPORATE CHATTER

with Tony O'Connor

Stakeholder Management...help!

"

an opportunity...

PROCUREMENT and Supply Australia's MD, Nigel Wardropper, told me stakeholder management is consistently the top of buyers' biggest concerns.

Procurement managers, and even CPOs, have trouble getting "buy-in" and acceptance of the supplier deals and processes that they put in place for the benefit of the company.

This is certainly the case for travel management.

Travel is a contentious and sensitive thing inside many companies. Whenever a client Nearly everybody has a problem, it's

expects a nice lounge, a better seat, and a flash hotel and many staff think they

are better travel agents than travel agents. Incidents or stories of poor service or expensive pricing ripple out and confirm the naysayer's negative beliefs.

The complexities of travel and booking it are given little thought & clients expect perfect outcomes 100% of the time.

Given the complexities and the number of parties involved, dissatisfaction with travel suppliers inevitably happens.

Whenever a client has a problem, it's an opportunity; a chance to improve your service and relationship by helping them to solve it. Travel buyers are often



reluctant to raise internal issues with their TMC

Tony O'Connor is the MD of Butler Caroye, Joint-CEO of Airocheck, and Director of the GBTA in Australia and NZ.

CWT airport index

SYDNEY Airport has been ranked as the best Australian airport for business travellers in a new report released by Carlson Wagonlit Travel this week.

The inaugural CWT Airport Index for Australia scores airports on seven criteria to gauge how responsive they are to corporate traveller needs.

SYD came in fourth place on the global list, which was topped by Singapore Changi, followed by Bangkok Suvarnabhumi and then London Heathrow, while Tokyo Narita was in fifth position.

and so this opportunity can go unrecognised and unattended.

Whether you're pitching for new business or providing account management service to an existing client, I think it's a good idea to ask about the level of support travel arrangements have internally.

If the buyer doesn't know, offer to help with a suitable internal survey to find out. If they aren't interested, at least you've shown your enhanced service stripes.

Be readv with an understanding of the issues that can occur and their causes, practical

" ideas for improving internal understanding and acceptance and be ready to cop one on the chin if one of the results is a complaint about you.

If you don't have a reliable means of gathering information, issues can go unattended and bad feelings can fester.

I've seen procurement managers are usually happy to stay with a TMC despite service issues, if the problems seem likely to be fixed. From the TMC, there needs to be recognition, action and outcome, pretty quickly once the situation is known.

Ideally, there are no problems, but if there are it's much better for the TMC to discover and act on them first without having to be told about them by the client.

GetThere+Rocketrip

SABRE Corporation has announced an integration with Rocketrip, a platform which "rewards employees for making extraordinary decisions when they travel for business".

Rocketrip will work with Sabre to develop a solution linked with Sabre's GetThere booking tool which aims to engage staff by motivating them to spend less on their flights, hotels, trains and rental cars.

Rocketrip says its clients have seen savings of over US\$200 on the average business trip.



Japan top passport

JAPAN has overtaken Singapore to claim the top spot on the 2018 Henley Passport Index, a system which ranks passports according to the number of countries their holders can travel to visa-free.

Japan citizens can travel without a visa or get a visa on arrival in 190 countries, compared to Singapore's total of 189.

Coming in equal third were Germany, South Korea & France, while Denmark, Finland, Italy, Sweden and Spain tied as fourth.

The US and the UK were fifth, Belgium, Switzerland, Ireland and Canada sixth and Australia came in at seventh.

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WRD incentive

GOLD Coast-based creative resort agency World Resorts of Distinction (WRD) is offering a new incentive to agents and wholesalers selling the Coco Prive Private Island in the Maldives.

For trips to the island from 01 to 31 Dec, WRD will increase commission 15% to 18% for agents and 20% to 22% for wholesalers.

The resort has also launched a three-day soiree, for USD\$50,000 (A\$70,183) which includes cocktails, music and culinary experiences, champagne towers and fireworks on a private yacht for more info, **CLICK HERE**.

WIN A TRIP FOR TWO TO WASHINGTON DC



From historical monuments to food trucks and barista-made coffee, Cathay Pacific is excited to welcome Washington D.C. to their network! To celebrate, they're giving away 2x Economy Class tickets from Australia to Washington, D.C.

Answer the most daily questions correctly and come up with the most creative answer to the final question. Send your entries to **cathay@traveldaily.com.au**



Q9. How many cabin classes will be featured in the aircraft operating the route between Hong Kong and Washington DC?

CATHAY PACIFIC

TRAVEL SPECIALS 5

WELCOME to Travel Specials, *Travel Daily*'s Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Mantra Hotels is offering a range of discounts across its 130 Art Series, Mantra and BreakFree properties until 14 Oct. Prices start from \$109 per room, per night. For more information, call 1300 987 603.

Dream Cruises has released its "Summer Dream Holiday" rates, applicable on select seven-night itineraries on board *Genting Dream* between Dec 2018 and Mar 2019. The cruises are priced at \$656 per person quad share and are on sale until 18 Nov or until sold out.

Travellers who book a Tahitian escape with **Tahiti Travel Connection** before 30 Oct will receive bonus value of up to \$2,500 per couple. Prices start at \$1,999 per person, twin share - for more info, call 1300 858 305.

The **Celebration Travel Company** is offering savings on Fijian cruise and resort holidays of up to \$2,000 per person, including a Cruise 7, Pay 4 deal and F\$600 resort credit. Conditions apply - phone 1300 880 571 for info.

Cruise and Maritime Voyages has launched its Suite Life sale, with savings of up to 60% off a selection of the most luxurious suites on board its *Astor* ship. The sale is on until 22 Oct, see CMVAustralia.com for more.

LHA Sep 2018 rise

THE Lufthansa Group airlines welcomed around 13.7 million passengers in the month of Sep, an increase of 8.8% compared to Sep 2017.

The available seat kilometres were also up 7.3% over the previous year, while sales increased by 8.3%.

In addition the seat load factor rose by 0.8 percentage points to reach 84.5%.

The strongest passenger growth of the network airlines was recorded at the Munich and Zurich hubs, with a growth of 9.5% at Munich and 9.9% at the Zurich facility.

Radisson RED India

RADISSON Hotel Group has signed management rights for a new Radisson RED hotel in Noida, India.

The property will include 350 rooms across 38 floors, an all-day dining restaurant, swimming pool and fitness centre, along with communal spaces.

Radisson Hotel Group CEO South Asia Raj Rana said the project would also house a retail mall, 800 studio apartments, F&B and commercial space.

QICA conference

BOWEN, located at the top of the Whitsundays, will host the annual Queensland Information Centres Association conference (QICA) in Oct 2019.

The conference will bring together tourism industry delegates and reps for networking, workshops and tours within the region.

Oman Air addition

OMAN Air has received the fifth of 30 new Boeing 737 MAX 8s as part of its current fleet upgrade.

It will receive a further nine in 2019 and is also due to receive two new B787-9 *Dreamliners* by the end of this year.

Flinders gourmet

FLINDERS Ranges' Ikara Safari Camp has teamed up with the Barossa Valley's Langmeil Winery to launch a Gourmet Weekend on 09-11 Nov.

The event is set to highlight South Australia's food and wine offerings, with attendees treated to a five-course degustation dinner created by Ikara's Exec Chef & paired with wines from Langmeil Winery - **CLICK HERE**.

Travel Daily

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DISCOVER Los Angeles.

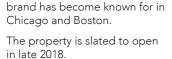
L. A. INSIDER

Coming soon: The Godfrey Hotel Hollywood



The Godfrey hotel will be a high-end boutique hotel near Sunset Blvd and the iconic Amoeba music store, that addresses the lifestyle of the contemporary jet-setting professional.

The project will feature approximately 200 hotel rooms, a chef driven restaurant and rooftop pool with panoramic views, whilst also enjoying the unique room and food



experiences that the Godfrey

godfreyhotelhollywood.com



The Broad: A Journey that wasn't

The Broad (Downtown) – Open until February 2019, A Journey That Wasn't will be on view at The Broad. The exhibition brings forth the rich array of artworks in the Broad collection that capture the passage of time by including artists who use devices such as rhythm, repetition, duration artifice and appropriation to investigate and distort our perceptions, memories and emotions. It explores complex representations of time and its passage. **thebroad.org**





Are you an Insider?

Discover Los Angeles has launched 'L.A. Insider,' a new online training tool for travel trade professionals. Participants who complete the L.A. Insider training will receive a certificate, invitations to exclusive events and training opportunities, plus the opportunity to participate in fams and be entered to win a trip to one of L.A.'s award shows.

As an added bonus - L.A. Insiders who book an L.A. member hotel receive a free welcome pack when travelling to Los Angeles including attraction tickets, tour passes and more!

To learn more or to sign up to be an L.A. Insider, please visit **insider.discoverlosangeles.com**



LAX Update

Los Angeles International Airport (LAX) is offering guests a fun and innovative way to stay informed with the launch of self-assistance kiosks in two of LAX's terminals, Terminal 2 and the Tom Bradlev International Terminal. The AskLAX kiosks provide a wealth of information at the touch of a virtual button across a 36-inch touch screen. This includes terminal maps, concession and retail information, emergency information, transportation options, and traffic conditions. Guests can even take email-able selfies. Additionally, guests can speak directly with a knowledgeable LAX GEM (Guest Experience Member) over video chat in real-time. flylax.com

The Dreamliner Way to L.A.

Thinking about America and the best way to travel there? American Airlines state of the art Dreamliner aircraft departs daily from Sydney to Los Angeles and there's really no better way to fly.

The Dreamliner offers Flagship™ Business, Premium Economy, Main Cabin Extra, and Main Cabin, however it's difficult to beat Premium Economy for value and overall flight experience. Relax and get comfortable with bigger seats, further recline, great food and beverages, plus endless entertainment all the way to L.A.

Check out: https://bit.ly/2O9q1Ph

Horror Made Here



Warner Bros. Studio Tour Hollywood is expanding its already chilling Horror Made Here: A Festival of Frights with new attractions created to give horror fans a night to remember. In addition to the return of Pennywise in our reimagined It Knows What Scares You maze, and debut of the sinister institution from Batman: Arkham Asylum, this year's Horror Made Here will also feature a blood-curdling maze from The Conjuring Universe, a diabolical viewing of The Exorcist, an eerie tour through Freddy vs. Jason's Camp Crystal Lake, and much more. Horror Made Here will begin on October 5, 2018 allowing fans to face their biggest fears for 13 nights throughout October. **horrormadehere.com**

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Travel Consultant | Award Winning Store

South Sydney, Salary to \$60k + super, Ref: 3256PE4

My client a well-known Sydney bespoke travel company is looking for a superstar retail consultant that excels in customer service & knows luxury travel and how to sell it to elite clientele. You will be rewarded with excellent remuneration along with other fantastic in-house bonuses. There is nothing like joining a company with a strong industry presence that rewards their staff and treats you like family, it's a rare opening as business is booming, escape the city & work close to home!

For more information please call Paul on (02) 9119 8744 or click APPLY now.

High End Travel Consultant

Sydney, up to \$65k + Benefits, Ref: 1559AJ01

An exciting Mon-Fri position has just opened up for an experienced consultant looking to join one of Australia's most successful and award winning Retail Travel Agencies. You will enjoy servicing high end clients and putting together once in a lifetime itineraries. In addition to this, you will be well looked after, working for an industry high salary and complementary business class flights each year! An experienced and friendly team looking for a team player who has a passion for Travel.

For more information please call Antony on (02) 9119 8744 or click APPLY now.

Digital Marketing Specialist

Gold Coast, \$55-65k + Super, Ref: 1329CGA1

Work for this award winning dynamic travel company in the Gold Coast, you will be an experienced marketing executive that loves working within a great team to support the larger function. You should be someone who is creative and enjoys thinking outside the box. Your role includes looking after the international market in social media promotions, sending out EDMs & online brochure distribution. Fantastic new challenge to embrace is for someone who has specialised in online marketing previously.

For more information please call Courtney on (07) 3123 6107 or click APPLY now.

Sales Executive | Niche Travel Product

Melbourne, \$55-60k + Bonus, Ref: 3613HC1

This leader in a niche field is looking for someone to step up into a Business Development role to join their team. They're looking for someone willing to learn & grow their career in this role whilst promoting their brand nationwide. You'll need to be a seller with the ability to build strong relationships quickly & you'll really be in control of building your portfolio up. This is a great opportunity if you are a Travel Consultant looking for that next step up! Extensive training provided.

GLOBE

For more information please call Hannah on (03) 9988 0616 or click APPLY now.

Store Manager – Travel Industry

Sydney, Up to 70k + Super + Bonuses, Ref: 7764JB1

An exciting opportunity has just opened up with an adventure travel company centrally located in the CBD! Our client is seeking an experienced Store Manager to lead a team of up to 15 Consultants in their flagship store. The ideal candidate will have a strong background in store management, experience managing a team and a passion for adventure travel! In return, you will be rewarded with a competitive base salary and the opportunity to earn generous quarterly bonuses. Flexible hours on offer.

For more information please call Jacqueline on (02) 9119 8744 or click APPLY now.

Junior Travel Consultant

Brisbane, Competitive Salary & benefits, Ref: 2104SZ5

Enjoy working in an office where you will be liaising with clients that are from the community & not shopping around! Even though you are expected to make bookings & converting quotes, this is a customer service driven role. Located South West of Brisbane CBD, only a short drive or widely accessible by Public Transport options, you'll be working for a well-respected boutique agency predominately working business hours Mon to Fri with 3 hours every 2nd / 3rd Saturday & no late night trading

For more information please call Serena on (07) 3123 6107 or click APPLY now.

Groups Ski Consultant Wanted! | Wholesale Ski

Brisbane, \$45k +super+coms+travel perks, Ref: 1980AW3

Our client is a leading wholesale business, looking for travel consultants with a keen eye for Groups and the slopes and a passion for all things snow! Working Monday-Friday with the occasional Saturday - this role will embrace your customer service and strong groups/sales skills. If you are a Travel Consultant who loves to sell ski and wants to focus your energy and sales ability to a niche wholesale brand - then this role is for you! APPLY NOW to ensure you don't miss out on this opportunity!

For more information please call Amanda on (07) 3123 6107 or click APPLY now.

Marketing Manager I Enjoy Creative Freedom Melbourne, Competitive Salary, Ref: 1596JP1

If you're an experienced Marketing Manager looking for creative freedom this is the perfect role for you. Working for a travel company that is looking to expand within the Australian market you will be given the freedom to shine in this role. You will be rewarded with a great salary depending on your experience as well as enjoying the perks of the travel industry. If you're looking for a role where you can really leave your mark and be part of something growing this is the role for you.

For more information please call Josh on (03) 9988 0616 or click APPLY now.



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Melbourne <u>Apply now!</u>

Sydney <u>Apply now!</u>

Events Key Account Manager (5827) -Sydney

If you thrive on building and maintaining key relationships we want to hear from you! Working in our creative and energetic events team you'll enjoy an attractive salary package including great benefits, travel discounts, staff awards programs, employee share scheme and so much more. <u>Apply now!</u>

Events Sales Manager (5826) - Sydney

Are you passionate about promoting creative, dynamic event concept and solutions and building long lasting customer partnerships? As our new team member you'll be responsible for identifying sales opportunities, generating new business and overseeing the implementation of new customer. <u>Apply now!</u>

At CTM you'll work with and learn from some off the most experienced TMC leaders in Australia.

We truly value our employees and provide outstanding employee benefits, reward and recognition programs and training and development opportunities.

