

Travel Daily

First with the news

Thursday 27th September 2018

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Gendle to Topdeck, Back-Roads

AAT Kings sales chief David Gendle has been appointed as the new Global Sales General Manager for Topdeck Travel and Back-Roads Touring Co.

Gendle, who had been with The Travel Corporation brand for more than 16 years, said he was “incredibly happy” to be joining the Topdeck and Back-Roads team, adding he was “delighted to be putting all of my previous industry experience in coach touring to use in my new role”.

The newly created dual-brand role will see him operate as GM for the Asia-Pacific businesses, as well as oversee the global sales of both brands, according to a spokesperson for the majority Flight Centre-owned companies.

Rex King Island deal

REGIONAL Express (Rex) will reinstate flights between Melbourne Tullamarine and King Island, under a peace deal reached with the local council.

The stand-off had previously seen Rex cut services over increased landing charges (**TD 19 Jul, 09 Jul**) amid accusations of “lies and deception”.

The council has agreed to hold off on price rises until 01 Apr to facilitate the negotiation of a new long-term partnership supported by the Tasmanian Government, with the agreement following facilitation by Tourism Tasmania CEO John Fitzgerald.

Gendle’s appointment follows confirmation of the departure of Back-Roads Country Manager Dennis Basham (**TD 06 Sep**), while it’s also understood Back-Roads global Head of Marketing Lilly McVea will also leave this month.

Topdeck APAC Head of Sales, Daniel Thorne, will continue his role, but the firm confirmed the Jun departure of Topdeck APAC Regional Manager Ben Ittensohn.

Livn partnership

SYDNEY-BASED tours and activities aggregator Livn Group has announced a new global technology partnership with City Sightseeing Worldwide.

The deal will see the integration of the Livn API with City Sightseeing products, enabling travel agents and other resellers to issue mobile tickets for the company’s open-top double-decker bus tours in over 100 locations across the globe.

Paper vouchers will be a thing of the past, with customers instead having a unique code sent to their smartphone which can be scanned to validate tickets.

Today’s issue of TD

Travel Daily today has seven pages of news, including a photo page for **Excite Holidays** plus full pages from:

- 50 Degrees North
- AA Appointments jobs
- One&Only Dubai

New SIA B&O pact

SINGAPORE Airlines is set to offer Bang & Olufsen wireless headphones on selected flights under a new partnership with the audio manufacturer, with selected B&O products also to be available for sale on **KrisShop.com**.

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Travel Daily on location in Aomori, Japan

Today's issue of *TD* is coming from Aomori, courtesy of the Japan National Tourism Organization.

BUYERS from Australia and around the world have wrapped up their famils and are heading home after the 2018 Visit Japan Travel Mart held in Tokyo.

Travel Daily yesterday visited the northern city of Aomori, famous for its annual Nebuta Matsuri festival where elaborate floats are paraded through the city each Aug.

But even when festivities are over, visitors can still view several of the floats - including their intricate illuminated paper lanterns based on characters from ancient mythology - at the Nebuta Museum Wa Rasse.

Tauck Australian expansion

UPMARKET US operator Tauck World Discovery will operate a minimum of 70 charter flights in Australia next year, with local partner Alliance Aviation Services today confirming a three-year contract extension with the firm.

The move confirms significant growth in Tauck's Australian business, which featured just four Alliance charters annually when the companies started working together in 2014.

The contracted flights support

Tauck's Australian itineraries which include Melbourne, Uluru, Cairns and Sydney.

The pact has been extended through until 2021, with Alliance saying "with such significant growth planned for the Australian market from 2019, both with the current tour schedule and potential new tours with Tauck, Alliance has elected not to extend the current New Zealand contract beyond 31 Dec 2018".

Alliance CEO Lee Schofield confirmed that the organisations were also in discussions to provide charters to new Australian destinations.

SO/ Auckland debut

ACCORHOTELS' "luxury lifestyle hotel brand" SO/ Sofitel will make its debut in Auckland in Nov 2018.

Located in the former Reserve Bank building, the 130-room property will offer a rooftop bar, French restaurant on the 15th floor, a cafe, Club Signature lounge, SO Spa, SO Fit and indoor heated pool.

Toowoomba pilots

QANTAS today announced that Toowoomba's Wellcamp Airport would be the first of two regional locations for its new Pilot Academy, with the capacity to train up to 250 pilots annually.

EK signs Uber deal

EMIRATES will offer discounts on airport rides to passengers arriving in Dubai from selected international countries, under a new agreement with ridesharing giant Uber.

Travellers from Australia, Egypt, France, Saudi Arabia and South Africa can access the offers by booking an Economy Flex or Economy Flex Plus flight to Dubai between today and 10 Dec on the airline's website.

Meriton reviews

MERITON Suites has partnered with online reputation tool ReviewPro to "centralise the management of online reviews".

The new approach follows Meriton's whopping \$3 million fine (*TD* 31 Jul) for its role in changing customer email addresses on requests for TripAdvisor feedback if staff thought the client was likely to post a negative review.



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NZ visitor growth

INTERNATIONAL tourism to New Zealand has increased by 4% for the year to Jun 2018, reaching a record high of 3.8 million visitors for the 12 month period according to recently released IBISWorld research.

Australia accounted for the largest source of visitors to NZ, with 1.5 million Aussies making their way to the country and comprising 39% of total visitation.

The number of Chinese tourists also grew by 13% to 450,000, as did the US, which saw 4% growth.

On the downside, visitors from the UK declined during the period, as did the average length of stay which decreased by 2%.

The report also showed domestic tourism dipped 0.7% for the 12 months to Mar.

Best Western duo launch

BEST Western Hotels & Resorts has introduced two new boutique brands to the market – Sadie Hotel and Aiden Hotel.

The Sadie Hotel brand will target the upscale hotel market, while Aiden Hotel will compete in the upper to midscale segment.

Both of the brands will be supported by a design program aimed at making it easier for developers or independent hotel owners to convert to either brand quickly and with “unprecedented flexibility”.

“Sadie Hotel and Aiden Hotel are chic, sophisticated and unique hotel brands that will reflect the style and pulse of the community they are in – bringing a sense of adventure and fun to guests at each hotel,” said Best Western Hotels & Resorts Chief Executive Officer David Kong.

“Both Sadie Hotel and Aiden

Hotel present the opportunity for independent hoteliers or developers with branded hotels to reposition their property in a unique way, taking advantage of our cost-effective, turnkey and customised design and renovation program.”

Extra incentives for hotel developers to adopt the brands include a range of modern design elements to choose from, integration with Best Western’s global partnerships team and revenue management system, and access to the company’s public relations and marketing collateral.

To view a preview video of the new brands, [CLICK HERE](#).



Window Seat

WITH so many people added to their smart devices these days it shouldn’t be too surprising that a man recently tried to barge into the cockpit of a plane to charge his phone.

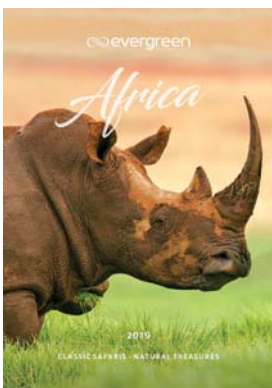
The passenger on board low-cost carrier IndiGo was allegedly drunk and when he became desperate to juice up his phone no matter what the cost.

The man avoided any charge.



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*Conditions apply

SL sites a bummer

SRI Lankan police have arrested three men who took semi-nude photos of themselves at the sacred site of Pidurangala Rock.

The men posted the photos on Facebook & swiftly prompted an angry reaction from the public.



Nitmiluk upgrade

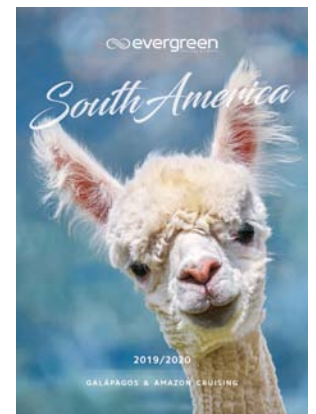
THE Northern Territory Government has announced a \$5.5 million investment to add walking trails at the Nitmiluk National Park.

“We are developing new multi-day walking experiences combining Aboriginal culture and nature, as well as linked visitor facilities such as mountain bike trail networks,” said NT Assistant Minister for Regional Arts and Tourism Sandra Nelson.

MEANWHILE the NT Govt has welcomed the Million Dollar Fish angling competition taking place from 01 Oct, which it said would “reel in tourism and jobs”.

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Travel Daily

Thursday 27th September 2018

Aussies miss pets over family

JETSTAR has released the results of its "Global Travel Survey", confirming a quarter of Aussies miss their pets most when travelling.

The intriguing finding contrasted with every other country in the carrier's network, where travellers chose family over pets.

Almost 30,000 travellers from destinations across the airline's network shared their holiday behaviours, with results showing over 80% prioritise packing a phone over a book and 39% said that a person using both armrests during a flight is the most annoying behaviour.

See **above** for the key findings.



QBR bonus points

QANTAS Business Rewards is offering up to 12,000 bonus QF Points for member firms paying bills through B2Bpay (**TD 15 Mar**).

The offer, valid through Sep and Oct, is in addition to the standard up to three Qantas Points for every \$1.50 paid via the provider.

Qantas is also enabling points redemptions for drought relief - see qantasstore.com.au.

CLIENT RELATIONSHIP MANAGER

Sanford Travel, is a Sydney based boutique travel management company, we are looking for a Client Relationship Manager to join our team on a 12 month contract position.

You need to be driven, experienced and focused on the highest level of customer service. Reporting to the Managing Director and General Manager, you will be responsible for analysis of client travel spend, supplier negotiations and client reviews. You need to have an understanding of OBT's, Tramada and awareness of reporting tools and robotics.

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AIR MAURITIUS

Collette growth continues



COLLETTE Global President Dan Sullivan is in Australia this week visiting key partners, with his arrival following the recent launch of a new office in Sydney which has doubled the company's local presence.

Strong growth has necessitated the expansion, with the company also on a recruitment drive to add a reservations supervisor, operations coordinator, more reservations agents, a NSW/ACT business development manager and a head of sales to the team.

Sullivan told **TD** yesterday the company was strongly committed to the Australian market.

"The support we're getting from the agent community has been tremendous from the start," he said, with consultants recognising the company's on quality focus.

"We worry about creating the best tours, not about the competition...we are obsessed

with our customers and their experiences," he said.

Collette Senior Vice-President of Global Business, Christian Liebl-Cote, highlighted the recent relaunch of the "Collections" portfolio, which has a maximum of 19 passengers.

He said the small group offering allowed deeper immersion in destinations, with clients able to meet the locals and have a uniquely different experience, the product is also set to attract a "new audience" for touring.

Hot destinations include Japan, Colombia and Scandinavia, while 2019 will see Collette return to Russia and also offer a new combination tour to Iceland and Greenland as well as expanding its portfolio in the USA.

Pictured in Sydney yesterday are Collette Director of Commercial Partnerships, Amanda McCann along with Sullivan & Liebl-Cote.

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Asia's taste of Tassie



TOURISM Tasmania held its 2018 Asia Mission on 17-21 Sep, bringing a taste of Tasmania to Shanghai, Hong Kong, Kuala Lumpur and Singapore.

The events, led by Premier Will Hodgman and Tourism Tasmania

CEO John Fitzgerald, were attended by 15 top Tasmanian tourism businesses (pictured) and aimed to showcase the top attractions found in the state.

Each event featured an innovative virtual reality installation that highlighted various Tasmanian holiday experiences.

For more info, [CLICK HERE](#).

TNZ GoPro tieup

TOURISM New Zealand (TNZ) and Christchurch Airport's SOUTH collective have teamed up with tech company GoPro on an initiative running as part of TNZ's South Island Journey campaign.

A selection of 22 Australian and NZ lifestyle media, athletes and social media influencers travelled throughout the South Island for the campaign, capturing their experiences with the technology and highlighting the region's "must do" activities.

For info on the South Island Journey, [CLICK HERE](#).

New Caledonia alert

THE Department of Foreign Affairs has issued a Smarttraveller update on New Caledonia, urging travellers to avoid demonstrations that may occur ahead of, during or after an 04 Nov independence referendum.

The advisory remains at the "exercise normal safety precautions level."

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

WebBeds has named **Celia Rojas** as Director of Supplier Connectivity for Europe. She will be based in the company's European offices in Palma de Mallorca, joining WebBeds from her previous role as Director of Sales for UAE-based DMC Darina Holidays.

Lisa King has been promoted the role of GM West Australia at **Corporate Traveller**. She has been with the Flight Centre Travel Group (FCTG) for over 13 years and with Corporate Traveller since 2012.

Tramada Systems has welcomed **Keith Phillips** to the position of Pre-Sales Engineer, Australia and New Zealand. He previously served as IT Operations Manager for Corporate Brands at FCTG.

Lachlan Burnet has been appointed Sales Manager for **Oman Air**, based in Sydney, as part of the Walshe Group Portfolio. His new role will be to "implement a further growth path across Australia".

An expanded ANZ senior executive team has been announced for **CWT Meetings & Events**, Carlson Wagonlit Travel's meeting & events division. **Michelle Sargent** will become Director & Commercial Leader, Australia and New Zealand, while **Heather Lawson** has been named National Operations Manager, & **Ben Ogden** as Senior Event Manager.

Myanmar's **The Strand Yangon** has a new leader at the helm, with **Vorana na Champassak** joining as General Manager.

TourRadar partners

AUSTRALIAN-LED online day tours aggregator TourRadar has announced a partnership with tourism consultancy Bannikin Travel & Tourism, which will represent the company globally.

Under the new arrangement, Bannikin will aim to enhance the profile of TourRadar by leading co-operative marketing campaign initiatives with both destinations and non-industry partners.

TourRadar's digital marketing and content creation team will drive awareness and stimulate bookings while tracking total passenger numbers that result from the success of a campaign.

Air NZ uniforms

AIR New Zealand will next month invite designers to put forward a proposal for a new uniform for cabin crew and airport staff.

The new uniform is expected to roll out in 2021 and "marks an exciting new phase" for the brand, Air New Zealand said, noting it will precede the arrival of its new long-haul aircraft fleet and onboard product expected around 2023.

Air NZ will confirm the successful designer or designers early next year and after the process is complete, will review its pilot uniform.

DESTINATION CANADA



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AIR CANADA



Corporate Consultant

Goldman Travel Corporation, a leading travel management company located in Sydney, is looking for an experienced Corporate Consultant to join our dynamic team in our Bondi Junction office.

Applicants must have the skills to work autonomously and be totally focused on customer care. Sabre/Tramada is an advantage, but not essential.

Very attractive salary and working conditions guaranteed.

If you believe this role is right for you or request further information, send through your resume or contact David Goldman at david@goldmantravel.com.au or (02) 8333 7700.

All applications and contact will be treated as confidential.



Agents socialise with Singapore Tourism Board

SINGAPORE Tourism Board and Excite Holidays recently held an exclusive agent event to showcase the passion and the possibilities of Singapore. Top-selling agents made their way to Henry's Rooftop Bar at The Reveley in Perth's newly-developed area of Elizabeth Quay, where they were met with a signature Singapore Sling to truly get into the spirit of the city.

Showcasing a slice of Singapore's exciting nightlife, the rooftop space was completely transformed, with an incredible balloon installation taking centre stage, a DJ spinning tunes all night long, and agents capturing memories in the mirrored photo booth. Taking the social element even further, the agents were treated to delicious Singaporean-inspired canapes, which included duck dumplings, zucchini and cauliflower pakoras - there was even a crab-inspired Bloody Mary for those wanting a truly authentic experience.

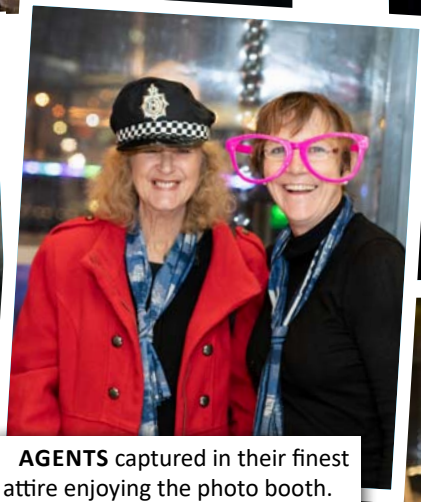
Nana Siauw, Oceania Manager from Singapore Tourism Board, also spoke throughout the evening, and chatted to the agents about all things Singapore. It certainly was a night to remember! To download the latest guide to this vibrant city, [CLICK HERE](#).



AGENTS relax and enjoy the evening.



ROSEANNA Chester from Tertiary Travel & Jamie West from Italktravel & Cruise Midland chat with Stuart Chalmers from Excite Holidays.



AGENTS captured in their finest attire enjoying the photo booth.



THE Singapore Slings were definitely a talking point.



AGENT gift bags boasting exclusive Excite Holidays and Singapore Tourism Board merchandise.



STUART Chalmers, Excite Holidays & Rebecca Hawkless, Helloworld Carousel.



THE famous Singapore Sling was a fitting way to welcome all in attendance.



ANDREW Yell from Excite Holidays and Nana Siauw from Singapore Tourism Board.



Aussie agents take on Ireland



TOURISM Ireland and Cathay Pacific hosted six agents consisting of four of the top selling Helloworld agents and two Gold Ireland Specialists to celebrate the launch of Cathay Pacific's one stop flight to Dublin via Hong Kong from Melbourne, Brisbane, Sydney and Perth.

The famil included Dublin city, the Causeway Coastal Route, Derry - Londonderry and the Wild Atlantic Way from Donegal, Sligo, Mayo and Galway.

Grampians Way

GRAMPIANS Tourism has launched a new campaign, "The Grampians Way", which aims to promote the diversity of attractions the region has to offer all year round.

The campaign includes seasonal activities, and highlights the region's key offerings including nature & outdoors, art & culture, and food & wine.

The agents stayed in a range of hotels including The Alex Hotel in Dublin, City Hotel in Derry - Londonderry, the Mill Park Hotel in Donegal town, the Westport Coast Hotel and the Myerick Hotel Galway city.

Pictured in Glenarm, County Antrim are Martha Behan, Tourism Ireland; Jaymee Joseph, British Travel; Matthew Foreman, Helloworld; Olivia Warmington, Flight Centre; Genevieve Westgarth, St Ives Travel; Flip Robinson, Giant Tours Ireland; Meagan Bailey, Travel Associates; Megan Hermann, Phil Hoffmann Travel; and Melanie Thompson, Cathay Pacific.

Swagman moves

SWAGMAN Tours has relocated offices to 13A Pakington St Geelong West, VIC.

The company can be contacted on 1800 808 491 or at soula@swagmantours.com.au.



Win a Mekong river cruise worth \$11,000

This month, Travel Daily and Evergreen Cruises & Tours are giving travel agents the chance to win a river cruise for two in a balcony suite along the Mekong river.

The prize includes an eight-day Majestic Mekong river cruise along with return economy flights from Australia.

To win this great prize, correctly answer the most daily questions and have the most creative answer to the final question. Send all your entries to evergreen@traveldaily.com.au

Q18. How big is the Emerald Panorama Grand Balcony Suite?



Kimpton signs two

INTERCONTINENTAL Hotels Group (IHG) has announced two new signings for its Kimpton Hotels & Restaurants brand in Barcelona and Bangkok.

The 156-room Kimpton Barcelona will open in 2019 and will be located in close proximity to the popular La Rambla street.

Opening in 2020, the 349-room Kimpton Bangkok will be constructed in the city's Langsuan area nearby to Lumpini Park.

IHG acquired Kimpton in 2015.

Langkawi yacht

MALAYSIA'S Berjaya Langkawi Resort has introduced a luxury chartered yacht the *Langkawi Lady* for guests wanting to enjoy the Andaman Sea.

The yacht accommodates 20 guests in eight cabins and 13 crew members in six staff cabins.

Langkawi Lady has a sun deck with outdoor chairs and lounges, a bar and a mini kitchen.

World Exp addition

ADVENTURE travel specialist World Expeditions has launched a new Patagonian trek.

The six-day Dientes Circuit on Navarino Island offers walkers views of mountain peaks, the Beagle Channel, the Chilean town of Puerto Williams, the Wollaston archipelago and Cape Horn.

The company has also added the seven-day Fitz Roy & Cerro Torre Backcountry Trek and the 11-day Fitz Roy Circuit and Icecap Traverse.

For more info, [CLICK HERE](#).

Coronet extends

QUEENSTOWN ski field, Coronet Peak, has extended the ski season by one week, with the fields now open until 07 Oct.

Nigel Kerr, Ski Area Manager Coronet Peak, said "on top of the snowfall last week adding an additional 60cm to the base, we've had more cold temperatures & snow this week".

THE WHO'S WHO OF SUPPLIERS ARE IN THE 2018 AFTA TRAVEL PAGES SUPPLIER DIRECTORY.

[VIEW HERE](#)

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14 days – Independent visit to the mountains, fjords and valleys of Norway. Enjoy staying at boutique hotels and touring around in our private minibus before joining a northbound Hurtigruten voyage along the Norwegian Coast.

The trip runs weekly from May to September with fixed departures from Oslo every Saturday. The trip can also run in reverse starting from Aurland every Thursday. It can also be upgraded and shortened.

The standard tour includes twin-share boutique hotel accommodation in ideal locations such as the historic Fossheim Hotel, fjord side guest house Vangsgården and Clarion Hotel Admiral in Bergen. Hurtigruten Cabin: Arctic Superior U package.

"The best group tour I have done that is not a group tour"

Tim Warrington, New Zealand travel writer, July 2018



Itinerary

- Day 1**
Arrive in Oslo and transfer to your centrally located hotel.
- Day 2**
Train to Lillehammer – visit the impressive Garmo Stave Church, open-air museums and the Olympic museum.
- Day 3**
Join 50 Degrees North's private minibus to travel to Lom, a small town encapsulating the very essence of the Norwegian countryside.
- Day 4**
Day tour to Geiranger and join a fjord cruise before returning to Lom to visit its famous Stave Church.
- Day 5**
Continue your minibus journey together to the heart of the Norwegian fjords.
- Day 6**
Spend your day relaxing, hiking and taking in the views in the peaceful little town of Aurland. Enjoy the harbour area with unspoilt views of the fjord and gardens.
- Day 7**
Get your private transfer from Aurland to Flåm, and step aboard the world famous Flåm Railway to Myrdal Station with several stunning lookout points along the way, then express boat to Bergen.
- Day 8-13**
Board Hurtigruten for voyage north up the Norwegian Coast.
- Day 14**
Depart Kirkenes.

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This leading travel company is seeking an experienced analyst to come and join their air division. Focusing on ticketing and GDS strategies you'll be involved in budgeting and forecasting processes, income stream tracking and working on ad hoc projects as required. Previous experience in a similar role is a must along with strong business and financial acumen. A top salary package along with long term career development and progression opportunities on offer.

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MELBOURNE – GENEROUS SALARY PACKAGE**

Start the new financial year in a fresh new role. Join this successful Corporate Travel Management company in a leadership role. You will be managing the day to day functions of your team whilst being able to jump on the phones if needed. This company offers a very generous salary with ongoing training and career opportunities, if you have hit a ceiling in your current role, call me today to find out more.

**PROMOTE THIS FANTASTIC PRODUCT
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This premium product is on the lookout in nsw/act for a highly motivated, experienced sales manager to assist growing their amazing brand and presence in the region. You will have strong contacts in the travel trade, with sound negotiating skills, presenting skills and have a strong business acumen. This is a brand people know and love. Please call for a confidential chat.

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This award winning TMC are on the hunt for a senior strategic account manager to join their very successful team based in Sydney. You will ideally have previous TMC experience in Account Management or sales. You will be joining and organizations that offers a supportive environment with ongoing training and career opportunities. A strong package is on offer, including a high base salary plus bonuses.

**THIS WON'T LAST LONG
PRODUCT MANAGER
MELBOURNE \$100K PACKAGE**

Are you experienced in developing relationships & have strong negotiation skills? We are looking for experienced Product Manager to be responsible for the delivery of the product plan along with the negotiation of rates, contract management & ensuring all targets are achieved. Educate agents & build relationships with internal/external stakeholders. Strong analytical, negotiation & time management skills required.

**A NEW CORPORATE CHALLENGE
ACADEMIC CORPORATE TRAVEL MANAGER
BRISBANE – \$60K +**

Here's an exciting opportunity for corporate consultants wanting a new and exciting role. This leading travel management company is seeking an experienced senior travel consultant to join their dedicated academic division in an implant environment. Working Mon – Fri hours you'll be servicing a large corporate account along with booking leisure arrangements when required. Strong salary package, top career progression and more on offer.

**OPERATIONS ROLE GALORE
RESERVATIONS MANAGER X 2
SYDNEY STRONG PACKAGE \$85K PKG**

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