

## Bay Travel to west

**SYDNEY-BASED** TMC Bay Travel Group is expanding into Western Australia, with the establishment of a new Perth-based operation.

The company said its Perth-based consultants would "now provide expertise, experience and local knowledge to our WA clients," with the move also expanding the coverage for East Coast clientele to 7.30pm AEST.

## Emirates rejigs Aus

**EMIRATES** has filed a number of changes to its services to Australia for Nov, according to GDS displays.

The airline will reduce its Dubai-Adelaide services from seven to five weekly from 11 Nov-20 Nov and scale back its Dubai-Brisbane nonstop flights from twice daily to daily from 06 Nov-22 Nov.

From 06 Nov-20 Nov Emirates will replace its A380 on EK414/415 with a 777-300ER on the Dubai-Sydney operation.

## ETG targets SME agents

**EXPRESS** Travel Group's new "Express Corporate" offering (**TD** breaking news Fri) will offer the group's members the ability to expand their reach into the Small and Medium Enterprise (SME) market across Australia, according to the organisation's Executive GM, Ari Magoutis.

Unveiling the solution at the ETGX conference in Bangkok, Magoutis said Express Corporate had been developed following feedback from members who "play heavily in the SME space".

Express Corporate will be available to agents across all three of the group's brands - Select Travel, Independent Travel Group and italktravel & cruise - who have a minimum of 70% of volume going to SME clients.

Benefits will include tailored airfares offers, corporate booking tool technology, mid-office tools, and dedicated training and resources via the Express

Academy portal.

Participants will be part of a network of like-minded members, able to pitch for business "with confidence they are part of a billion dollar group with over 30 years' experience in travel," Magoutis said.

He also unveiled a range of other initiatives, including the new italktravel & cruise @ home business model (**TD** Fri) and a WeChat-based mini-app to help drive business into Select Travel Group member stores.

Sister company Creative Cruising is also set to roll out white-label websites for agents to capture a share of the online cruise market - more in **Cruise Weekly** today.

### Today's issue of TD

**Travel Daily** today has six pages of news and photos, plus a full page from:

- Travel Trade Recruitment

## Cathay CEO resigns

**AUGUSTUS** Tang has been appointed Chief Executive Officer of Cathay Pacific following last week's resignation of Rupert Hogg (**TD** breaking news Fri).

The announcement comes amid a slate of changes, with Ronald Lam succeeding Paul Loo as Chief Customer & Commercial Officer.

Lam will remain Chief Executive Officer of Hong Kong Express until a replacement can be found.

Of his resignation, Hogg said, "it has been my honour to lead the Cathay Pacific Group over the last three years.

"However, these have been challenging weeks for the airline and it is right that Paul [Loo] and I take responsibility as leaders of the company."

In a formal statement to the Hong Kong Stock Exchange Cathay Pacific noted it "is fully committed to Hong Kong under the principle of one country, two systems, as enshrined in the Basic Law".

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## Aircalin A330 SYD

**AIRCALIN** on Fri operated the first Airbus A330neo flight to Sydney, with the carrier the first in the Asia-Pacific to operate the new aircraft.

The A330neo will fly to Sydney once a week on Fri and move to twice a week on Tue and Fri starting from Oct.

The arrival of the new aircraft is part of a complete fleet renewal plan for Aircalin, with another A330neo due for delivery by Oct and two new A320neo aircraft in 2020 and 2021.

## Encore takes stage

**NORWEGIAN** Cruise Line's *Norwegian Encore* has emerged from the Meyer Werft ship building dock in Papenburg, Germany, for the first time.

*Encore* will remain in the shipyard port for the final phase of construction, with the ship scheduled for delivery on 30 Oct and christening on 21 Nov.

## Hayman Island officially open

**QUEENSLAND** Premier Annastacia Palaszczuk formally opened the new Hayman Island by InterContinental on Fri night, at an exclusive event attended by senior dignitaries from Tourism Australia, the Qld Government & InterContinental Hotels Group.

The official plaque was unveiled by the Premier and Seng Huang Lee, Chairman of Mulpha International, owners of Hayman Island for more than 15 years.

This is the second "re-imagining" for the island, and Mulpha is thrilled with the result of its \$135m investment, directly overseeing the building project which employed over 400 locals after the resort was damaged by Cyclone Debbie in 2017.

InterContinental has replaced One&Only as the property's manager, and "we could not be prouder to be in charge of operating Australia's most iconic private island resort, under the

world's largest luxury brand" said Leanne Harwood, IHG Managing Director, Australasia and Japan.

The re-opening of the resort elevates the standard of luxury travel in the region, offering 166 guest rooms, suites and villas, as well as the exclusive three-bedroom Hayman Beach House.

"All in all, it is an exclusive, immersive, luxury experience," Harwood told **Travel Daily**.

Sustainability has played a key role in the revitalisation of Hayman, she added, saying "with such an enviable and pristine location comes responsibility".

Single use plastics on the island are avoided as much as possible, and water stations allow guests to refill bottles provided at check-in.

All glass bottles are crushed to make silicone sand product which is used across the gardens.

Check out our exclusive video of the resort by **CLICKING HERE**.

More from Hayman on **page 5**.

## Air NZ sticks it in

**AS A** proud and staunch Kiwi brand, Air New Zealand takes rugby just as seriously as its country's citizens do.

As such, the NZ flag-carrier took the opportunity to mock Australia ahead of last Sat's Bledisloe Cup decider, taking out a full-page advertisement in the *Sydney Morning Herald* informing 17-year-old Australians of what has happened since their Wallabies last won the Cup.

Listed incidents included "social media", "marriage equality", and the especially-cheeky notations of "the first Australian female Prime Minister", and, "five other Australian Prime Ministers".

It was a bold play from Air New Zealand, with the ad running in Sat's papers ahead of the game that night, but as it were, the All Blacks retained the Cup, ensuring those 17-year-olds will have to wait until they're at least 18 for another chance at the Bledisloe.

## The Qantas Channel is now live. Registration remains open.

Responsible for a travel agency? You can continue to register\* for the Qantas Channel to be eligible to access a wide range of content for your customers.

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\*In order to enable your agency to access the Qantas Channel you should register for the Qantas Channel via Qantas Agency Connect and enter into an agreement with your GDS or Approved Technology Partner to access the Qantas Channel. Acceptance of each agency into the Qantas Channel following registration is subject to Qantas' approval.

## ATAS reaches six million

**AWARENESS** of the AFTA Travel Accreditation Scheme continued to surge last year, with AFTA CEO Jayson Westbury detailing the latest research outcomes at the Express Travel Group conference in Bangkok on Fri.

Over 6.2 million consumers were reached by AFTA's various campaigns, including 1.97m through TV, 1.7m on radio, 1.4m online and 1.2m in cinemas.

Increased awareness of the scheme has also resulted in more complaints, with Westbury saying that indicates consumers are resorting to the ATAS scheme rather than complaining to various Fair Trading departments.

"It's much better for us to sort these things out in-house," he said.

Consumer research cited three core benefits of using an agent: protection from the unexpected, making things easy, and inspiration with knowledge.

"We now understand the compelling drivers for travel agent usage, and ATAS is one of them," Westbury said.

The AFTA CEO also highlighted the AFTA Chargeback Scheme (ACS) which protects agents from credit card chargebacks.

There are about 580 ACS members now, and AFTA is in the throes of bringing American Express into the scheme, he said.

Westbury said he gets a "lot of flak" about suppliers who are excluded from the ACS benefit.

He noted that out of thousands of suppliers, only a few were excluded, adding "we don't exclude them for fun - it's not something we do without realising the ramifications.

"But for various reasons some suppliers have chosen not to participate," he said.

Excluded suppliers are listed at [afta.com.au/atas/acs](http://afta.com.au/atas/acs).

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## Choice data breach

**AS MANY** as 700,000 guests staying at a Choice Hotels property may have been affected by a major data breach by hackers which was reportedly discovered by researchers last week.

The database was left unsecured for four days and included guest information such as names, email addresses and phone numbers.

Various media outlets reported that the hackers are demanding 0.4 Bitcoin (AU\$6,079 at the time of reporting) ransom to release the data.

Choice said in a statement that the leaked records did not include info such as payment, password or reservation data.

"Through our investigation, we learned the impacted data was copied by the vendor from our environment without authorisation and was being hosted on their server to test a security offering."



## Window Seat

**AFTA** CEO Jayson Westbury brought the house down at the Express Travel Group conference in Bangkok on Fri when he detailed some of the genuine complaints dealt with under the ATAS complaint mechanism.

One customer lodged a formal grievance against an agent claiming "The lines were too long at the Vatican," while another whinged that "the waiter was speaking to the other waiters in Italian which made my wife and I feel self-conscious...we heard them say 'Australian'".

Another complaint, about a China tour, said "the food was awful...I've eaten at all the best Chinese restaurants on the north shore and the food was nothing like it".



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## ETG honours top performers



**BEST & Less Travel** once again took home the Select Travel Group Agency of the Year award at the Express Travel Group conference in Bangkok on Sat.

The conference, which for the first time ever brought the Select members together with Independent and italktravel agents, honoured top performers from all three brands.

italktravel & cruise from Glynde, SA took home the Agency of the Year award for italktravel, while Travel Associates WA won for the Independent Travel Group.

The 2020 ETGX conference will take place in Fiji from 15-18 Aug.

Best & Less owner Mehdi Juddani is **pictured** accepting his award from Carlah Walton, ETG NSW State Manager and ETG CEO, Tom Manwaring.

Lots more photos from ETGX at [facebook.com/traveldaily](https://facebook.com/traveldaily).

## Great Rail Journeys expands into US

**BRITISH** train holiday specialist Great Rail Journeys (GRJ) has announced the acquisition of US-based Vacations by Rail.

Great Rail Journeys product is exclusively sold in Australia through Travelmarvel, and forms the backbone of APT's recently-launched TravelGlo brand (**TD** 10 Jul).

The combined business is expected to significantly expand the range of escorted rail itineraries and FIT rail holidays.

GRJ CEO Peter Liney said "this acquisition is the first step of many as we look to enhance our position as the world's leading rail holiday company".

He said the deal "at one stroke makes us a market leader for escorted rail holidays in the USA".

## Google flight guarantee

**GOOGLE** continues to expand its travel offerings, this week launching a new money-back guarantee ensuring flights booked via its portal will not end up cheaper elsewhere.

Trips where the price guarantee is available will be clearly highlighted in search results, with the functionality initially available on selected itineraries originating in the USA to a range of domestic and international destinations.

According to an update from the company, "for some flight prices, Google's algorithms are confident that the price you're seeing is the lowest available before the flight departs.

"After you book on Google we'll keep monitoring the price until take-off, and if it drops you'll automatically get the difference back," the company said.

There is no charge for the refund guarantee, with Google depositing any price difference

back into the customer's bank account in the event prices do drop.

The Google travel portal at [google.com/travel](https://google.com/travel) has also been enhanced to automatically recommend hotels, restaurants and activities as soon as a user books a flight.

Users are now also able to manually amend their personal "trip timeline" with itinerary items not automatically collated from Gmail, and bookings can now be accessed from Google Maps.

## SYD auction launch

**THE** Sydney Airport Lost Property Auction has launched online, with funds raised to go towards organisations that make a difference in the community.

Marrickville Legal Centre, a not-for-profit legal team, will receive a \$100,000 grant from this year's auction - see the items **HERE**.



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## Changes needed at SYD

**SYDNEY** Airport Chief Executive Officer Geoff Culbert has called for changes to Government-mandated operational caps, saying the restrictions are beginning to have an impact on productivity.

Speaking to *Travel Daily* on Thu at the launch of Malindo Air's Sydney to Kuala Lumpur service (**TD Fri**), Culbert said he wanted to begin discussions about changes.

"We want to have a conversation about it," he said.

"The regulations were introduced in the late 1990s when we were doing 20 million passengers a year; we now have close to 45 million passengers a year, and the operating restrictions are starting to have an impact on efficiency.

"When we have delays, that means people have flights cancelled, they're forced into overnight stays, the impact of this on the broader economy is

negative."

Despite the challenges for an Airport mired in a high-density area, Culbert noted the changes that could be made.

"We're conscious of our stakeholders, and our neighbours, but what we're really looking for more than anything else is flexibility.

"If we had a daily cap rather than 15-minute cap it would really be able to help us clear out our backlog, get people home, get people to their business meetings and avoid overnight stays, so we think it's worthwhile having a conversation around that," he explained.

In the spirit of the evening, Culbert also praised Sydney Airport's newest tenants, Malindo Air.

"We like the route they're flying...it's a strong tourism route in terms of two-way travel...we think there's going to be really strong support for this route."

## BROCHURES

**WELCOME** to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



### Abercrombie & Kent - Luxury Expedition Cruises 2020-21

Abercrombie & Kent has released its new portfolio of expedition voyages. The new collection includes luxury polar expeditions to the Arctic and Antarctic and the Northwest Passage, and cultural tours to Japan, the Baltic, Italy, the Greek Isles and the Kimberley Coast. Each cruise incorporates curated shore excursions, on-board expert lectures and special events.



### Wild Earth Travel - 2020/21 Small Ship Cruises

Wild Earth Travel recently released its Small Ship Cruise small brochure, with a portfolio of over 1,200 destinations globally. Wild Earth is highlighting its exclusive charters to Scotland, led by Aaron Russ, sailing aboard *Lord of the Glens* through the country's highlands, islands, canals and locks. The company is also spotlighting its journey to French Polynesia's Marquesas Islands, where guests will experience the group of volcanic islands aboard passenger-freighter the *Aranui 5*.

## IHG team launches Hayman



**THE** reopening of Hayman Island under the InterContinental Hotels Group banner (see **p2**) continues the upmarket brand's Asia-Pacific expansion, with four new properties to open this year.

ANA InterContinental Beppu Resort & Spa, a contemporary resort in one of Japan's renowned hot spring towns opened earlier this month (**TD 01 Aug**).

Later in the year the company will also celebrate the opening of InterContinental Maldives Maamunagau Resort and InterContinental Phuket Resort.

According to IHG Managing Director, Australasia & Japan Leanne Harwood, "Hayman Island has become pivotal in our expansion plans for Australasia".

More is on the horizon for InterContinental resorts in Australia, with Hayman's owner Mulpha investing \$200 million in refurbishments of its other properties, InterContinental Sanctuary Cove Resort and InterContinental Sydney.

**Pictured** at the official opening of Hayman Island Resort are: Chris Waite, IHG Director of Communications, Australasia

& Japan; Leanne Harwood, IHG MD Australasia & Japan; Ruwan Peiris, IHG Head of Operations Australasia; Jenni Brown, Area GM for InterContinental Sydney, InterContinental Sanctuary Cove and InterContinental Hayman Island Resort; Veronique Domin-Reid, Area Director of Commercial for InterContinental Sanctuary Cove and InterContinental Hayman Island Resort; and Mark Eletr, Hayman Island GM.

More pics from the launch at [facebook.com/traveldaily](https://facebook.com/traveldaily).

## WA sports tourism

**SPORT** event visitors spent \$7.9 million in Western Australia's Mid-West region, according to the *Mid West Sports Tourism Project* report released last week.

The region, which includes towns such as Geraldton and Wiluna, held 84 sports events, which attracted close to 21,500 visitors and an estimated spend of \$5.3m on tourism-related industries.

"Regional sports events provide millions of dollars of benefits to the Mid-West, attracting tourists and providing opportunities for local small businesses" said WA Sports and Recreation Minister Mick Murray.



**NRL  
R22 WINNER**

Congratulations

**LACHLAN  
RENTELL**

from Minor Hotel Group

Lachlan is the top point scorer for Round 22 of *Travel Daily's* NRL footy tipping competition. He's won \$100 travel credit courtesy of Expedia.



*Travel Daily* NRL tipping competition is sponsored by Emirates, with the top tipper for the season winning flights to Europe.



NSW permit LTPS/19/31793 / ACT permit TP 19/02664

Monday 19th August 2019

## Odakyu's Aus Rep

**ODAKYU** Electric Railway has named Sydney-based agency doq as its first Australian tourism representatives.

Doq recently celebrated its 10-year anniversary and also represents Kanagawa Prefecture.

# AFL

## AFL R22 WINNER

Congratulations

## MICHAEL STOCKDALE

from Felix Travel

Michael is the top point scorer for Round 22 of *Travel Daily's* AFL footy tipping competition. He's won \$100 travel credit courtesy of Expedia.



Travel Daily AFL tipping competition is sponsored by Emirates, with the top tipper for the season winning flights to Europe.



NSW permit LTPS/19/31793 / ACT permit TP 19/02664

## Seabourn Istanbul

**SEABOURN** will return to Istanbul in Oct 2020 aboard the line's newest ship, *Seabourn Ovation*.

The 300-suite, all-verandah ship will sail four seven-day eastern Mediterranean voyages between Istanbul and Athens and vice-versa.

The new itineraries include a Ephesus & Greek Isles journey and a Turkish & Aegean Treasures voyage.

## P&O Elvis Cruise

**P&O** Cruises has announced two new "Tribute to the King" cruises aimed at die-hard Elvis Presley fans, that will depart from Sydney and Brisbane in 2020.

The three-day Brisbane program will be hosted on *Pacific Dawn* and departs 16 Jun.

The four-night Sydney cruise will be on the *Pacific Explorer*, with P&O Cruises President Sture Myrmell commenting that the program has already received an "overwhelming response".

Tribute artists cruises include Mark Andrew, Stuey V, Terry Leonard, The Crofts, The Cadillacs, Carmine Cimilio and international Elvis competition winner, Gabe Phoenix.

## Orangutan release

**TRAVELLERS** can now experience the rare opportunity of releasing a re-habituated orangutan back into the wild thanks to Crooked Compass' partnership with the Borneo Orangutan Survival Foundation.

More info can be found **HERE**.



# DREAM BIG AND WIN!

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The countdown is on until Dream Cruises' *Explorer Dream* arrives in Sydney on 27 October.

To celebrate the Australian deployment for the newest member of its fleet, Dream Cruises has partnered with **Travel Daily** this month to give one lucky reader the chance to win a 7-night Queensland coastal cruise in a balcony stateroom on board *Explorer Dream*.

To enter, all you need to do is share with us what dream feature you would include if you were involved in the design of a Dream cruise ship.

Perhaps liquid chocolate on tap in your cabin, or someone to hold your shade umbrella as you lie by the pool?

We're after creative entries in the form of a poem, photo, jingle, video or something else. Use your imagination!

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Send your answers to [dreamcruises@traveldaily.com.au](mailto:dreamcruises@traveldaily.com.au)



DREAM CRUISES

## Conditions hurt Star

**THE** Star Entertainment Group has reported its normalised net profit after tax was down 8.4% to \$224m for the 2019 financial year, the group's results show.

During the period, VIP turnover slipped by 30.7% compared with the 2018 results, to \$42.4 billion.

The 2019 results showed a 30% reduction in the average bet size by International VIPs.

However, the entertainment group reported improved domestic performance, with revenue up 3.1% and EBITDA up 5.4%, with the group's Sydney hotel assets experiencing a 6.8% increase in cash revenue.

In Qld, Star's properties saw overall revenue growth across its slots and tables gaming assets and a 1.3% increase in domestic visitation, while the Gold Coast was up by a total of 3%.

## Domestic pax static

**DOMESTIC** airline pax numbers remained static at 4.92m in Jun 2019, up 0.1% compared to the prior period, data from the Bureau of Infrastructure, Transport and Regional Economics reveals.

The Melbourne-Sydney route again came out on top as the busiest route, with 701,648 people flying between the cities during the month, down 3.3% on Jun 2018 and followed by Brisbane-Sydney with 379 906 passengers (down 1%).

The Adelaide-Alice Springs route saw the largest increase in Jun, up 26.7% on the same period last year, followed by Sunshine Coast-Sydney (10.9%) and Newman-Perth (10.1%).

SYD was the busiest domestic hub with more than 2.1m pax movements, followed by MEL (1.9m) and BNE (1.4m).

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

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Do you have a strong passion for Asia and have a minimum of 12 months sales experience? This well known travel brand is looking for a travel reservations consultant to join their ranks! This award winning company is also expanding their destination reach further across the globe so this is a very exciting time to be part of this movement. With a supportive team environment and amazing family opportunities on offer, this position won't be available on the market for too much long.

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## Corporate Role - Travel Consultant

**ADL, OTE Min \$75K, Ref: 4183AB**

Exciting position exists for an experienced Corporate Travel Consultant. You will excel at providing a range of travel options while delivering exceptional customer/client service. Fantastic team environment, and great salary package! What are we looking for? Demonstrated Corporate Travel experience or strong leisure experience with a high level of competency, Sabre GDS Knowledge. Confidence, attention to detail, and ability to work in a fast paced environment! Sound like you - APPLY NOW!

For more information please call Anisha on  
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## Luxury Holiday Planner

**Sunny Coast, Competitive \$\$, Ref: 3794MT1**

Do you want to work in an award winning travel agency, with very specialised, luxury products? Our client is looking for an experienced travel consultant to join their exclusive ranks. They offer bespoke and unique luxury itineraries and products ranging from short breaks to multi city destinations. A love and passion for travel is essential, must have at least 3 years' experience. A COMPETITIVE SALARY \$40k + commission + super and close to the beach. If you're interested PLEASE APPLY NOW!

For more information please call Mark on  
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## Senior Consultant | Boutique Travel

**Canberra, \$50-\$55k + Coms, Ref: 3323AJ1**

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