



Rezdy gets Square

INDEPENDENT booking platform Rezdy has partnered with smart device payments provider Square to offer tour operators the ability to receive online payments from their customers via mobile devices, actionable in any location.

"Tour and activity operators are constantly on the move and away from their offices," Rezdy Chief Executive Chris Atkin said.

"Through our partnership with Square, our goal is to provide operators with the simplicity and convenience of creating bookings and taking payments directly through their mobile device."

Qantas regional discounts

QANTAS has announced it will invest up to \$10 million a year to provide greater discounts in 16 towns across Queensland, the Northern Territory and WA as part of an expansion of its discounted fares program.

Fares under the initiative will effectively be capped at \$400 on one-way flights to capital cities or approximately \$800 for return tickets, and importantly, can be used during peak periods and for last minute bookings.

The initial rollout of the program will happen immediately for passengers flying out of the towns of Mount Isa, Cloncurry, Longreach, Barcaldine, Blackall, Karraatha and Kalgoorlie, with plans to implement the scheme in Moranbah, Roma, Charleville, Broome, Port Hedland, Newman, Paraburdoo, Alice Springs and Yulara (Ayers Rock) pending successful negotiations with regional airports and councils.

Qantas Domestic CEO Andrew David said the latest expansion was necessary because the carrier had a duty to make air access more affordable for people living in regional Australia.

"We have been out to visit regional communities to listen to their concerns and those raised through the Senate Inquiry into regional airfares, and we are responding," David said.

"The existing discount program is proving to be extremely popular but some residents have told us that when they need to travel during peak travel periods or at the last minute, for things like funerals or urgent medical appointments, they end up booking our highest fares".

The expansion of the program is the latest in a series of regional initiatives from QF, following a drought relief program last year (**TD** 10 Aug 2018) and a regional grants program (**TD** 14 Jun).

Dragoman discount

DRAGOMAN is offering a 15% discount on 15 of its overland journeys which actively avoid the hotspots of "overtourism".

The three- to four-week trips are spread across Africa, Asia and Latin America and aim to allow travellers to really experience the destination, rather than just seeing the highlights.

An exclusive offering is a trip hiking the Wild Andes Trek - rather than the classic Inca Trail - with Dragoman the only tour operator to travel through this remote area - info 1800 951 060.

Tempo talks Turkey

TEMPO Holidays is highlighting its Turkey offerings, in a special **Travel Daily** product profile.

The wholesaler offers a wide range of "hidden gems" in Turkey, from ancient monuments in Antalya to activities like white-water rafting in spectacular national parks - see the **last page**.

Today's issue of TD

Travel Daily today has six pages of news, a photo page for **MTA - Mobile Travel**

Agents, plus full pages from:

- TMS Talent
- Consolidated/PR promo
- Tempo Holidays product page

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9-DAY SCANDINAVIA, RUSSIA & BALTIC | FROM COPENHAGEN
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FROM ROME
NORWEGIAN GETAWAY | MAY - OCT 2020



CLICK HERE FOR MORE INFORMATION OR CALL **1300 255 200**

*Offer correct as of 14 August 2019 and are subject to change or withdrawal. Offer ends 31 August 2019 unless extended. For full terms and conditions click here.



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Vale Ron Chandler

THE Australian travel sector is today mourning the death of former senior Avis executive, Ron Chandler, who lost his battle with Parkinson's disease last Fri.

Chandler worked with the car rental giant for more than 35 years until his retirement in 2001, with postings in the UK, Japan, Ireland, Hong Kong, Canada, Europe and Australia.

He was honoured for his contribution to the Australian travel and tourism sector at the 2001 National Travel Industry Awards, and was regularly sought out post-retirement by Avis management globally as well as being an active member of the Avis Travel Agent Advisory Board.

Chandler was also a keen member of Skai International, and was President of the Sydney club in 1996 when it was recognised as the global Club of the Year.

His funeral will be held this Fri 23 Aug at 11am at Sacred Heart Church in Pymble, NSW.

SQ A350-900 to MEL

SINGAPORE Airlines will deploy the A350-900 to Melbourne on SQ247/8 from 01 Nov, allowing the airline to deliver lie-flat Business class seats on all of its services to and from Australia.

Passengers will also have the option of Premium Economy on all of the airline's 36 weekly flights to and from Melbourne.

Singapore Airlines' Regional Vice President Southwest Pacific, Philip Goh said the move was the final piece in the product consistency puzzle for both Melbourne and Australia.

"We are very excited to be able to offer our customers a level of product consistency and service across all Singapore Airlines operated services to and from Australia," Goh said.

"From 01 Nov, every one of our 141 weekly flights from our six destinations across Australia will provide customers the opportunity to enjoy a lie-flat

Business class seat, while those travelling from Melbourne, Sydney and Canberra will also have the choice of Premium Economy on every flight."

The A350-900 features 42 Business class seats in a 1-2-1 layout, providing each customer with direct aisle access.

Each seat converts into a 78-inch fully-flat bed with a cushioned headboard.

The aircraft features 24 Premium seats in a 2-4-2 layout, which recline eight inches and have a 38-inch pitch.

Each Business and Premium Economy seat also boasts a high definition LCD screen and noise-cancelling headphones.

"Over the past 18 months we have continued to invest in the Australian market, deploying new aircraft to all of our stations across the country," Goh said.

Singapore Airlines last month announced SQ247/8 would increase to five times weekly from 01 Jan (**TD** 24 Jul).

Aurora's new BDM

AURORA Expeditions has appointed a new Regional Business Development Manager, Anthony Flores.

He joins with over 10 years' industry experience, including 17 at Flight Centre and two working in the Intrepid Australian team.

EUROPE RIVER CRUISING 2020

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Citilink to launch Perth-Bali flights

INDONESIAN carrier Citilink will debut a new non-stop route between Denpasar and Perth, with the A320 service scheduled to commence on 28 Oct.

The Garuda subsidiary plans to operate daily services to the WA capital, departing from Denpasar at 1.10am and with the return flight leaving PER at 9.50am.

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Travel Daily

Tuesday 20th August 2019



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Collette adds Africa

COLLETTE Vacations has debuted its 2020/21 Europe brochure, which for the first time features Africa.

Earlybird offers are available across the range of 85 Classic, Spotlight and Explorations tours - more at gocollette.com.au.



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Whitsundays' bright future

THE recent re-opening of Hayman Island Resort (**TD** yesterday) is set to bring a major injection into the Whitsunday economy, as the region continues to recover from the devastation of Cyclone Debbie in 2017.

The island employs more than 250 staff and is managed by InterContinental Hotel Group (IHG), one of the world's leading hotel companies, with the property anticipated to attract luxury travellers to the region from around the globe.

Speaking at the official opening of the resort on Fri, Queensland Premier Annastacia Palaszczuk said the road to restoration had been costly for Hayman and other properties affected by Debbie.

"Tourism is back in the Whitsundays," she said, with more than 870,000 visitors recorded to Mar 2019.

The new resort is expected to pump \$120 million into the Whitsundays economy every year, as a key support for tourism jobs in the region, Palaszczuk said.

The Queensland Government is investing \$25 million in delivering

the Great Barrier Reef Island Resorts Rejuvenation Program across 10 Whitsundays resorts.

The government partnered with the owners of Hayman Island to improve green technology, implementing energy efficient systems and improving the resort's waste management.

Grew Shaw, Chief Executive Officer of Hayman's owner, Mulpha, said new waste reduction and recycling equipment is expected to remove 100,000 kilograms per annum of waste from landfill.

"Our intent is to not only provide a world-class guest experience but also to drive sustainability and improve resilience for the resort, evident through the installation of state-of-the-art in-room automation and building management systems which will greatly improve the energy efficiency of the resort," Shaw said.



Window Seat

SOFTBALL & baseball players and fans would be keenly familiar with Travelodge Hotel Blacktown Sydney, where many teams would have stayed for a game at Blacktown Sportspark.

Later this month, the western Sydney hotel is making fans of the sport feel even more at home, creating the ultimate Softball Suite in the lead up to the 2020 Olympic qualifiers.

Available from 31 Aug to 07 Sep, the suite features Australian team bats, balls, gloves and other memorabilia.

The suite looks like a great place to catch a field of dreams.



SAA cans CAN date

SOUTH African Airways will delay its planned launch of services between Johannesburg and Guangzhou, with GDS screens now indicating the A340-300 route is scheduled to kick off on 12 Jan 2020, rather than the previously planned 18 Sep 2019.

Wanderlust CRUISE SALE

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Terms and Conditions apply. Please click [here](#) for details. NSW Permit No: LTPS/19/37037



NZ to Rarotonga

RAROTONGA in the Cook Islands is on sale from Sydney direct for \$529 return with Air New Zealand.

This offer is on sale until 28 Aug, or until sold out, and is valid for travel from 10 Jan to 03 Apr and 24 Apr to 20 May.

Flights depart SYD on Fri night, arriving Fri morning, and RAR Thu afternoon, arriving Fri night.

Sofitel wellness

SOFITEL Singapore City Centre will debut a culinary wellness retreat with celebrity chef Audra Morrice later this year.

The weekend retreat will take place from 13 to 15 Sep, and feature curated dining experiences, as well as culinary and fitness classes.

For more information on the retreat, [CLICK HERE](#).

AFTA UPDATE

from Jayson Westbury



I HAD the great pleasure of participating in the Express Travel Group conference over the weekend in Bangkok, known as ETGX, and I wanted to send

out a well done to all involved in staging such a big event.

Bangkok put on its ever-so-nice hot and steamy weather, and the Marriott Marquis Queens Park was the ideal setting.

Plenty of industry topics were discussed and debated and it is always terrific to get the first-hand and direct feedback from AFTA members who were in attendance.

The news that has caught my eye is the ACCC court action with Europcar and the resulting fine of \$350,000 in penalties for excessive credit card surcharges in breach of the new rules.

The facts are complex, with the total value of the breach being reported as \$67,000 over the period in question with the average overcharge per customer at just \$1.

What an eye-opener this is to all in the travel industry, and a very stark reminder to make sure that if you are accepting cards which carry the Visa or MasterCard brands, you are surcharging within the guidelines, as the ACCC is clearly not mucking around about compliance.

Since the beginning of all these

changes, AFTA has been on the front foot with information and details - [CLICK HERE](#).

The other way to ensure your travel business is compliant is to apply for the AFTA Chargeback Scheme and sign up with one of the payment partners.

They and the scheme process and costs are completely in accordance with the rules and this discipline is both a terrific way to get protection for the agency against supplier failure chargebacks and a simple way to ensure that your card surcharging arrangements comply, plus you can trade in the knowledge and with confidence that you are working within the rules.

Remember, the key thing is you can only surcharge at the actual rate of acceptance or a rate lower by card type, meaning you can no longer just pick a rate of your own choice and make it an average rate unless it is done within the prescribed rules.

All of the above is spelt out on the information page on AFTA's website.

As you can imagine, this topic was alive and well over the weekend at the ETG conference and while it is not a good outcome for Europcar, it should be a well-heard wake up call to everyone in the travel industry who is yet to fully embrace these card surcharge rule changes.

AFTA remains at your service if you need help to decipher the rules for your business.



Book 2020 Greece at 2019 prices*

*Conditions: Applicable to tour packages featured in 2019 Greece brochure, and excludes cruise packages. Book by 31 August 2019.



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www.greecemedtravel.com.au

Quest Burwood East launch



THE City of Whitehorse in Melbourne's eastern suburbs officially launched its second Quest location last week, Quest Burwood East.

The property offers self-contained studio, one-, two- and three-bedroom apartments and is nearby The Glen, Forest Hill and Burwood One shopping centres.

The location features onsite parking, a business lounge, conference facilities, a gym, free

wi-fi and smart televisions.

Services include dining and breakfast options and a pantry shopping service.

Pictured at the opening are Quest General Manager Franchise Operations David Ridgeway, franchisee Kris Marinakis and City of Whitehorse Mayor Bill Bennett.

Bunnik 2020 out

BUNNIK Tours has launched its South and Central America Tour program for 2020, now offering 15 tours visiting 11 different countries.

An earlybird offer is available of \$500 per person off small group tours or \$1,000 per person off the In-Style small group tours for bookings before 20 Dec.

Singapore e-visa

SINGAPORE'S Immigration and Checkpoints Authority will extend the trial of its arrival card e-service, with certain travellers now able to submit a visa online or on their mobile up to 14 days prior to arriving.

The updated trial will involve those arriving on AK, 3K, CX and SQ flights.

The move means visitors will only have to produce their passports for immigration.

Crown dispute

CROWN Resorts has settled a dispute with Infrastructure New South Wales (INSW), which will see the under-construction Sydney casino retain views across Central Barangaroo of the Harbour Bridge and Opera House.

Crown and developer Lendlease launched action against INSW's (formerly Barangaroo Delivery Authority) plans for the nearby Central Barangaroo precinct, which could have impeded Crown's views.

INSW's first appeal in Dec failed, and it decided not to launch a second and instead settled with Crown outside of court.

Hobart approval

HOBART City Council has approved Fragrance Group's proposal for a 206-room hotel in the downtown area.

The Singaporean developer will build at 179 Macquarie Street, with the nine-level hotel to feature a restaurant and function centre.

VIRTUOSO Travel Week landed in Las Vegas earlier this month, taking place from 10-16 Aug and bringing together over 6,550 suppliers and advisors.

The MTA - Mobile Travel Agents team was out as always, building relationships with many of the thousands of international representatives with a view to impressing clients with the latest trends in luxury travel when they return.

TAKING a short break from supplier meetings are Finalisa Sacco, Deborah Clarke, Julia Campbell, Jo McFadyen and Ally Kilpin.



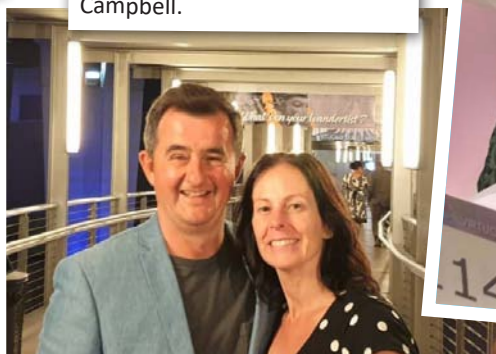
FINALISA Sacco and Julia Campbell with Matthew Upchurch, CEO, Virtuoso.



MTA'S Clare Kearns and Ally Kilpin with their "look-a-likes".



MICHAEL Londregan, Managing Director Virtuoso Asia Pacific with MTA Julia Campbell.



MTA'S Deborah Clarke with a representative from Hotel Sacher in Austria.



MTA'S Finalisa Sacco, with Terrie Hansen, Virtuoso Senior Vice President of Marketing and Julia Campbell.



MTA Joanne McFadyen with Aris Delos Santos - Shangri La Philippines, and MTA Julia Campbell.



THE MTA team at Virtuoso - Ally Kilpin, Deborah Clarke, Finalisa Sacco, Rhona Rodgers, Clare Kearns, Joanne McFadyen and Julia Campbell.



MTA'S Rhona Rodgers (right) joined a lucky group of Australian agents treated to an evening hosted by Silversea Cruises SVP and MD Australia & NZ Adam Armstrong, including a helicopter flight over Las Vegas.



Riviera solo travel

RIVIERA Travel has added more cabins for solo travellers on its European river cruises for 2020.

The new year will see the line add 12 river cruises across the continent with all cabins dedicated to solo use and free of any single supplement.

The line will also release a limited number of additional cabins next year on every sailing at 50% supplement.

In 2020, Riviera will offer 15 itineraries on 13 ships.

ScootBiz renamed

SCOOT has renamed its premium cabin from ScootBiz to ScootPlus following a review of customer feedback.

Starting 02 Sep, all Boeing 787 *Dreamliner* flights will feature the updated product, which sees 30MB of wi-fi for each customer replace former inflight entertainment system ScooTV.

NF polar brochure

NATURAL Focus has released its 2020/21 Antarctica and the Arctic brochure, featuring itineraries which zone in on wildlife, culture, history and landscape.

A highlight is a departure that allows passengers to see the total solar eclipse which will take place in Antarctica in Dec 2021.

The voyage ventures to Falkland Islands, South Georgia and the Antarctic peninsula, with prices leading in at \$29,775ppts.

The program also includes additional itineraries to Russia's remote Franz Josef Land.

To read it online, [CLICK HERE](#).

Parkroyal Hanoi

PARKROYAL Serviced Suites Hanoi is set to open in 2020, marking Parkroyal's debut in the capital of Vietnam.

The 126-apartment property offers panoramic views of the surrounding areas, including the Tran Quoc Pagoda, Quan Thanh Temple and Phu Tay Ho temple.

The development will also feature a rooftop restaurant and bar, multi-function spaces, fitness centre and wellness facilities including a swimming pool.

MONEY

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

AU\$1 = US0.676

THE Australian dollar is now buying 67.6 cents against the US, slightly up from 67.5 cents last week and marginally down from 67.8 cents Fri.

Last week the Aussie dollar climbed slightly on the back of better-than-expected jobs data, but has overall been weighed down by worldwide economic anxiety regarding the potential of a global recession, as treasury yields sank to record lows.

Wholesale rates this morning.

US	\$0.676
UK	£0.558
NZ	\$1.055
Euro	€0.610
Japan	¥72.09
Thailand	฿20.88
China	¥4.768
South Africa	10.452
Canada	\$0.901
Crude oil	US\$59.74



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!

Explorer Dream... Discover a New Dream!

Send your answers to dreamcruises@traveldaily.com.au



DREAM CRUISES

IASC Indonesia

THE International Air Services Commission (IASC) has allocated the Qantas Group 744 seats per week in each direction of passenger capacity on the Indonesian route.

In its application, Qantas Group indicated Jetstar would be operating four extra weekly services between Australia and Indonesia using an Airbus 320-200 aircraft.

The allocation is valid for five years from last Fri.

McAllister on Muse

THE Australian Ballet's Artistic Director David McAllister will sail aboard *Silver Muse* as a guest lecturer in Jan.

In his final year in the job, McAllister will travel on the 13-day Pacific Islands voyage, departing Sydney 03 Jan.

SYD Jul results

SYDNEY Airport's passenger traffic dipped to 3.85m in Jul, a 1.2% slide when compared with Jul 2018, the facility's latest traffic performance data shows.

The number of int'l pax travelling through the airport declined by 2.2% to 1.46m pax compared with the prior corresponding period (PCP), while domestic pax reduced 0.7% on the PCP to 2.39m.

SLH new additions

SMALL Luxury Hotels of the World has this month welcomed five new hotels to its network.

The new additions are Ksar Char-Bagh Marrakech in Morocco, Praia Art Resort in Calabria, Italy, Hounds Tooth Inn in California, United States, Inverloch Castle in Fort William, Scotland and Greywalls and Chez Roux in Gullane, Scotland.

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SEARCH JOBS

Corporate Business Development Manager - Melbourne \$100K + super

Maintain & build relationships in the corporate market with your network of contacts throughout Melbourne & Tasmania. As part of this global TMC you will be identifying sales opportunities & finding ways to grow the current business. [VIEW JOB](#)

Corporate Account Manager Airline - Melbourne \$70K to \$80K + super

Be the face of this distinguished airline within the VIC, SA and Tasmanian territory. Manage existing relationships & develop new ones. Must be highly motivated with excellent relationship building skills & strong time management. [VIEW JOB](#)

Front Office Manager - NSW Coast \$55K to \$65K + super + meals

Work on a tropical island! This luxury resort on a remote tropical island has a fantastic reputation for exquisite food & accommodation. They need a strong leader with Front Office mgt. experience to join their award-winning team. [VIEW JOB](#)

Domestic Corporate Consultant - Sydney to \$60K to \$70K + super

Due to an increase in business this renowned travel company need an experienced Domestic Corporate Consultant to handle domestic travel itineraries for their corporate portfolios. Sabre/Tramada & self-ticketing experience preferred. [VIEW JOB](#)

Japanese Speaking Customer Service - Sydney, competitive salary

Speak Japanese? Kick start your career in the travel industry! Working for a global European airline, you will take inbound calls, make flight reservations/ amendments & handle information enquiries. Native Japanese language skills essential. [VIEW JOB](#)

Product Executive - Melbourne \$50K to \$55K + super

Provide new & innovative product for this leading travel brand specialising in quality group tours, private journeys & tailor-made packages worldwide. Support the Product Manager, ensure content is accurate & provide competitor analysis. [VIEW JOB](#)

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\$ CONSOLIDATED TRAVEL AND PHILIPPINE AIRLINES ARE GIVING AWAY \$1000.00 TO THE 4 HIGHEST SELLING AGENTS BETWEEN 05AUG - 31AUG19 FOR TRAVEL EX AUSTRALIA PRIOR 31DEC19.

\$ SELL A MINIMUM OF 8 BUSINESS CLASS RETURN TICKETS AND/OR 10 PREMIUM ECONOMY RETURN TICKETS AND YOU WILL BE ELIGIBLE TO WIN 2 TICKETS* TO MANILA.

\$ PLUS, EACH WEEK WE ARE GIVING AWAY 2 TICKETS* TO MANILA TO THE HIGHEST SELLERS.

Terms & Conditions: Valid for tickets issued by Consolidated Travel or via Quikticket between 05AUG-31AUG19 on PR itineraries ex Australia plated on PR (079) ticket stock on the Consolidated Travel IATA only. Infant, Group Sales, Wholesale, and Cancelled or Refunded tickets are not eligible. The prizes are open to full time international selling agents only. Please submit all claims to promotions@consolidatedtravel.com.au by COB 06 SEP 2019. The awarded tickets to Manila are capped and Consolidated Travel and Philippine Airlines reserve the right to alter or cancel the promotion at any time. The prize winning agency accepts any conditions of use of the various components of the prize. Prizes must be taken as stated and no compensation will be payable if a winning agency is unable to use the prize as stated. This promotion cannot coincide with any other current offer in place. Receipt of a prize may have Fringe Benefits Tax (FBT) implications to the extent that there is any FBT liability; this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe Benefits the recipients receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. All prizes include GST where applicable and taxes are included in the price of the ticket and land content. Consolidated Travel Group ABN 60 004 692 791 Date of issue: 05 August 2019



Explore Turkey with Tempo

Visiting Turkey is an intoxicating experience. Its history straddles empires, the landscape is awe-inspiring, and the culture melds the modern world with ancient traditions.

THE aroma of exotic spices fills the air in the bazaars and markets, ancient monuments and stunning landscapes capture the imagination, and, if you ever forget where you are, the culture is sure to remind you – you're immersed in one of the world's most

exciting destinations, Turkey.

Travel down to the gulf of Antalya to the city that shares the name. Antalya is home to Hadrian's Gate, one of the key features of the Kaleici district which is still well preserved to this day. Visit the Roman theatre, thought to be one of the best preserved in the world, that seated 15,000 people, or head to Koprulu Canyon National Park with stunning green-blue water and dramatic cliffs, where you can choose the popular adrenalin-rush activity of white water rafting. Why not chase waterfalls at the Karpuzkaldiran Waterfall as the Duden River reaches the

Mediterranean ocean, where you can travel through caves and watch the waterfalls from below. Antalya is home to a mix of sun kissed beaches and traditional Turkish culture that cannot be beaten.

To travel away from over-tourist areas, call Tempo Holidays.

FIND OUT MORE

Discover more about the hidden gems Tempo Holidays can take you to, call Tempo on 1300 362 844 or email res@tempoholidays.com