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HLO boasts 2,447 members

HELLOWORLD has highlighted the growth of its retail network across Australia and New Zealand to a total of 2,447 members as at 30 Jun 2019, including the opening of 30 new Helloworld Travel branded agencies.

That was a year-on-year increase of 224, including 207 in NZ through the addition of NZ Travel Brokers, Gilpin Travel, Barlow Travel and more.

The figures were part of this morning's HLO annual results announcement (**TD** breaking news), which saw TTV up 9.1% to \$6.5 billion and a 21% increase in pre-tax profit to \$54.5 million.

Australia continued to be the key driver of the business, with TTV up 10% to \$5.5 billion.

In New Zealand TTV rose 6% to \$851.9 million, but the company's Rest of World segment declined in terms of both TTV and revenue

"primarily reflecting challenging market conditions for the USA wholesale and Insider Journeys businesses," the company said.

The 18/19 financial year saw the full integration of earlier acquisitions, Magellan Travel Group, Flight Systems Group and Asia Escape Holidays into the wider group, along with the purchase of Show Group and NZ-based Williment Travel Group.

Consumer marketing initiatives included a strategic media partnership with News Corporation and the *Helloworld TV* show, resulting in "significant increases in Helloworld Travel's brand recognition".

The company noted that the travel sector continued to grow strongly during FY19, but growth faltered in the final quarter.

More from Helloworld on **p2**.

Albatross 2020 out

ALBATROSS Tours has released its 2020 Europe and UK Summer program, with earlybird savings available for bookings by 31 Oct - see **page 11** for details.

Today's issue of TD

Travel Daily today has 10 pages of news, including a photo page for **Express Travel Group**, plus full pages from:

- Albatross Tours
- Travel Trade Recruitment



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CANADA & ALASKA TRAVEL CONNECTION

ENTIRE TRAVEL A Division of Entire Travel Group

Air NZ Cathay deal

THE joint venture alliance between Air New Zealand and Cathay Pacific has been re-authorised by the New Zealand Government, with the pact now in place for a further five years through to 31 Oct 2024.

NZ Chief Strategy, Networks and Alliances Officer, Nick Judd, said the CX pact played a significant role in the carrier's Pacific Rim network strategy.

"Since forming an alliance in 2013 we've together increased frequency and capacity between New Zealand and Hong Kong, providing travellers with up to four services a day," he said.

New CMV WA BDM

CRUISE & Maritime Voyages (CMV) has announced the appointment of Bronwen Milsom as its new Business Development Manager for Western Australia.

Milsom has previously worked with Royal Caribbean Cruises.

O6 leaves Star

DEFUNCT airline Avianca Brasil is formally leaving Star Alliance, effective 01 Sep.

The move follows its cessation of operations, several months of bankruptcy protection and the removal of its Air Operator Certificate by the National Civil Aviation Agency of Brazil.

Jeffrey Goh, Chief Executive Officer of Star Alliance, said, "initially joining Star Alliance in 2015, Avianca Brasil made important contributions to our customer proposition in the Brazilian market, and we regret this unfortunate development".

Star Alliance is now made up of 27 member airlines.

Cruise Boutique launches

FLIGHT Centre's new "Cruise Boutique" initiative (**TD** 12 Aug) formally launched last night, with an initial complement of 14 specialist Travel Associates branches undergoing a redesign to reflect the new concept.

Flight Centre Travel Group GM of Premium Leisure Brands, Danielle Galloway, hosted the leaders of key cruise line partners at an event in Sydney, saying the move was a "real transformation for our business".

She highlighted the longstanding cruise experience and passion of the cruise specialist consultants within Travel Associates.

"[Flight Centre CEO] Skroo Turner said to me 'we need to do something, because there is a cruise customer and there is clearly a cruise advisor', and hence Cruise Boutique was formed," Galloway said.

The launch is just the start for Cruise Boutique, with aspirations

to grow the specialty division to 20 outlets by the end of the year, each offering "true expertise in ocean, river and expedition cruising," she added.

Galloway said she hoped that in a year's time she would be able to report "real growth" in cruise pax numbers, increased client loyalty, strong margins & TTV within the Travel Associates business.

"Travel Associates Cruise Boutiques can provide the kind of counsel and 'purple ribbon' client service that no other travel group can match," she enthused.

Kathy Pavlidis from Travel Associates in Kew, Vic also spoke about her aspirations for the new brand, saying "our goal is for cruise boutiques to build a strong reputation for adding value to every client's cruise experience".

More in today's edition of **Cruise Weekly** - cruiseweekly.com.au.

\$1.2m for Constable

HELLOWORLD Travel's Group GM Retail & Commercial, John Constable, was the company's highest paid executive last year, with the HLO annual report released today indicating his salary package was worth \$1.26m.

That was more than twice the \$603,000 each received by CEO Andrew Burnes and Executive Director Cinzia Burnes, with Constable's pay including \$339,000 in housing, motor vehicle and travel allowances.

Helloworld CFO Michael Burnett earned \$784,000, while Group GM Corporate Nick Sutherland's package was worth \$490,000 and Simon McKearney, Group GM NZ earned \$399,000 during the year.

Magellan adjusted

THE accounting treatment of last year's Magellan Travel Group acquisition by Helloworld has been restated in today's HLO accounts, with Magellan's commercial agreements now identified as a "separate intangible asset" worth \$16.6m.

Helloworld said it would amortise the value of this asset over a 12-year period, with the adjustment meaning goodwill associated with Magellan is valued at \$10.4 million attributable to "systems, processes and industry knowledge acquired" as well as the "experience of Magellan Travel management".

The Tailor Touring

SOUTH Australian upmarket operator The Tailor has launched a new "The Tailor Touring Co" business, capitalising on the 20-years of experience of founder Drew Klusky and his team who have looked after thousands of high-end clients.

The new venture will feature a range of exclusive experiences including a private tour of the R.M. Williams factory, visits to Adelaide's Haigh's Chocolate Factory and partnerships with a range of Barossa Valley, Adelaide Hills and McLaren Vale wineries and providores.

More info on 08 8354 4405.

MTA makes \$2.6m

MTA Travel Group - 50% owned by Helloworld Travel - contributed \$1.3 million to HLO's FY19 annual profit, indicating the home-based group made a total of \$2.6m.

Other HLO joint ventures - including its 12% stake in Hunter Travel Group, 25% of the former company-owned stores held by HTG Australia, 20% of Cooney Investments and 40% of Inspire Travel Management, contributed just \$100,000 to the result.

Eclipse II progress

THE arrival of *Scenic Eclipse II* is still in the distance, with Scenic Group telling **Travel Daily** the "current focus is on the final delivery of *Scenic Eclipse* and ensuring our guests are provided with the experience of a lifetime".

"We will then focus on the building and commissioning of the second *Scenic Eclipse* ship."

Scenic Eclipse embarked on her inaugural voyage from Reykjavik, Iceland, last week (**TD** 16 Aug).

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CTM moves to new phase

CORPORATE Travel

Management says it's moving into "Phase 3" of its business plan, which will see the TMC optimise its global network "and grow a sustainable, long-term business".

CEO Jamie Pherous detailed the company's development today as he announced CTM's annual results (**TD** breaking news), which saw the company report a 30% uplift in global TTV to \$6.46b.

While statutory profit was up 12% to \$86.2 million, he noted that the second half of the 18/19 financial year had been impacted by a "unique set of macro-economic headwinds" which affected client activity in Europe (Brexit), Asia (Hong Kong unrest and the US/China trade war) and Australasia (Federal Election).

Pherous said the full-year result underscored the strength of CTM's business model in variable market conditions, and also saw TTV exceed \$1 billion in each

region, driven by organic growth.

He also highlighted CTM's strategy to develop customised technology hubs in each region, which had "allowed the company to significantly grow market share and increase productivity of its staff," with revenue per employee up 30% on a cumulative basis since 2016.

In Australia, CTM is experiencing "slowing but steady client activity" post the election, with the company saying it is "well positioned to leverage industry change with its Qantas NDC capability".

The company's remuneration report indicated the top earner was Executive Director Laura Ruffles, who took home a total package worth \$1.955 million.

Australia CEO Greg McCarthy's remuneration was \$612,000, just behind that of global CEO Jamie Pherous whose total package amounted to \$643,000.

Amadeus' Kudos

BRISBANE-BASED Kudos Travel Technology has partnered with Amadeus, which will see the two combine technologies to create new solutions for travel agents across Asia-Pacific.

One of the new solutions include a passport-scanning feature which enables full passport documents to be uploaded and validated across any booking tool, GDS or third-party system, in seconds.

Phil Rasmussen, MD at Kudos Travel Technology, said, "the new Amadeus partnership will provide better solutions to existing Amadeus travel agent subscribers, and we aim to secure new business through our combined technologies."

"Our customers can expect an increased scope of integrated solutions, functionality and usability."

Kudos has also started piloting its new natural language application "Zeus".



Window Seat

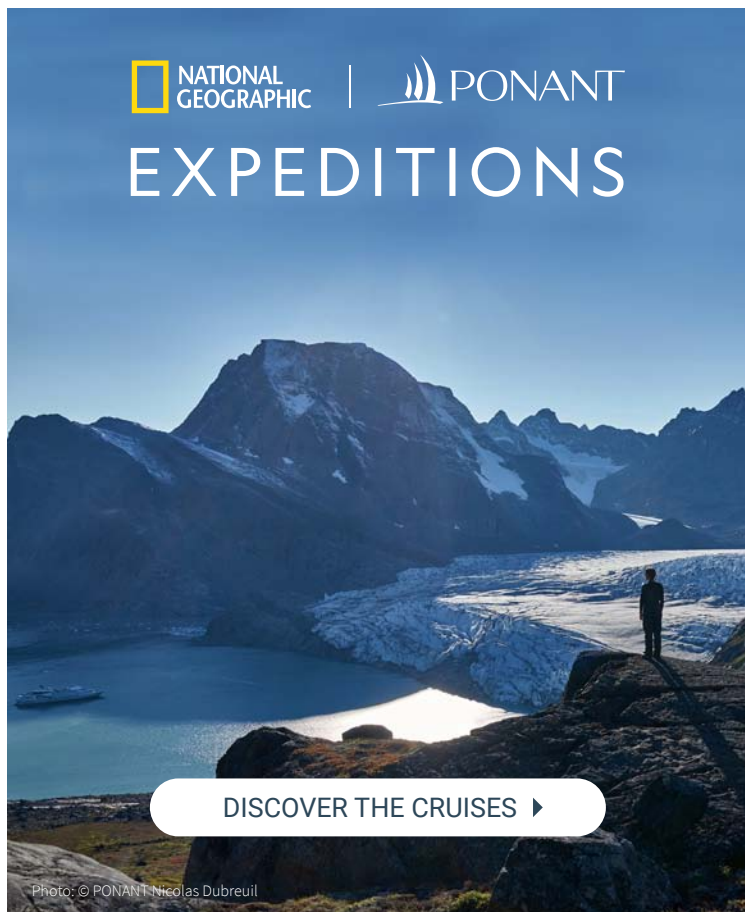
MANY of us wish our four-legged friends could be more involved with our vacations, and to celebrate International Dog Day on 26 Aug, InterContinental Hotels Group (IHG) is getting its guests one step closer.

Free puppy & human "couples massages" and dog-themed cocktails are just some of the promotions available at certain IHG locations during the month-long celebrations from 26 Aug to the end of Sep.

We'll take the puppy-cino at Crowne Plaza Terrigal Pacific.



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Wednesday 21st August 2019

Serko targeting \$100m revenue

LISTED travel technology firm Serko this morning unveiled an ambitious target to quadruple its annual revenue to over \$100m.

Addressing the Serko AGM in Auckland, CEO Darrin Grafton admitted this was a "high bar" given the 2019 figure of \$23.4 million, but outlined a clear strategy to achieve the milestone.

He said this year the company expected to lift its Australasian travel bookings through the Zeno platform from the current 4.14 million to five million, via the onboarding of House of Travel's Orbit corporate business as well as the organic growth of resellers.

"We will also grow average revenue per booking to \$7 from the current \$5.65," he said, with these combined measures seeing revenue boosted to \$35 million.

"We are also confident we can replicate our Australasian success in the Northern Hemisphere," he enthused, suggesting that if

both the North American and UK/European markets deliver five million bookings each at a similar revenue this would see the company exceed the \$100m goal.

Grafton noted that since launching Zeno, 85% of Serko's existing resellers had switched to new contracts "and we are now seeking continuous onboarding of corporates to the platform".

He said customer numbers now using Zeno had doubled since Mar this year, to over 1,000 active trading clients per month.

As well as continuing to work with key TMCs, Serko sees a major opportunity in the "unmanaged travel" market, with the white-labelled SME Zeno product based on the serko.travel platform making it efficient for agents to service smaller clients.

"This is the product that powers Flight Centre's CTGO offering and Helloworld's Business.Travel offering," the Serko CEO said.

Agents whisked away by Wu



WENDY Wu Tours and Air New Zealand recently whisked away 10 agents from NSW and ACT on a whirlwind famil to South America.

The team covered Argentina, Uruguay and Brazil in their time, with the South American adventure starting in the Air New Zealand lounge at Sydney Int'l Airport before boarding their flight to Buenos Aires via Auckland.

Upon their arrival in Argentina, they visited Plaza de Mayo, Avenida de Mayo, San Telmo, cemetery of Recoleta and then to Puerto Madero.

Later that evening the group was treated to a tango show and

wine tasting at the old colonial house of El Querandi.

The following day was spent at Estancia Santa Susana where they indulged in empanadas, wine and an exhibition of roping and rings games.

A day trip by Hydrofoil to Uruguay was also a highlight, and included a visit to Colonia (pictured), the Port, Ferrando Beach, Trees Reserve and the "Rambla".

The agents were also treated to views of Iguazu Falls from both the Argentinean & Brazilian sides.

As the famil came to an end, the agents were once again hosted by Air NZ, flying home via Auckland.



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*Offer valid until 26 August 2019, unless sold out prior. Fares (AUD) quoted above are the lowest adult return prices per person including taxes, fees, and airport charges departing from Perth to Cardiff. Other sale dates may be available. Other sale fares are also available departing from Sydney, Melbourne, Adelaide, and Canberra. Economy Class fares shown above are for departures from 1 September - 20 September 2019, and 30 September - 28 November 2019, 20 January - 3 April 2020, and 22 April - 31 May 2020. Business Class fares shown above are for departures from 3 August - 14 August 2019, 6 September - 5 December 2019, and 16 January - 31 May 2020. Inbound blackout dates apply in Business Class between 3 August - 31 August 2019, 15 September - 31 October 2019, and 10 December 2019 - 31 January 2020. All travel must be completed by 31 May 2020. Fares may vary due to currency fluctuations. Seasonal surcharges, weekend surcharges, and blackout periods may apply. For all other terms and conditions please review at time of booking.

Crown profit down

CROWN Resorts has revealed plummeting profits in its 2019 full year results released to the Australian Securities Exchange, with reported net profit after tax (NPAT) of \$401.8 million, down 28.1%.

Using the company's preferred metric of normalised NPAT, which excludes significant items and VIP win rates, profit was down 4.7% to \$368.6 million.

Likewise, reported earnings before interest, tax, depreciation and amortisation (EBITDA) was up 7.2% to \$849.7 million, where normalised EBITDA was down 8.7% to \$802.1 million.

Among its Australian resorts performance, the Group reported non-gaming revenue of \$752.1 million, up 0.6%.

Exec Chair John Alexander said, "Crown's Australian operations' full year results reflected subdued market conditions...the decline was primarily due to the reduction in VIP program play".

Maldives roadshow

MALDIVES Marketing and PR Corporation (MMPRC) will host its first Australian roadshow in Sep.

Over cocktails and canapes, travel agents and advisors, tour operators, DMCs, and travel wholesalers who attend can learn about the Maldives' culture, customs, atolls, marine life and experiences beyond the bungalows.

The events will include presentations by senior executives from MMPRC and the chance to network with Maldivian resorts, marketing teams and tour groups.

Registered attendees will also be in the running to win a trip for two to the Maldives - including return flights, transfers, accommodation and meals.

The roadshow will kick off in Perth on 23 Sep, before heading to Melbourne on the 25 Sep and finishing in Sydney on 27 Sep.

Registrations close 04 Sep, for more information, [CLICK HERE](#).



ROYAL Brunei Airlines launched its Brisbane to Brunei direct services last month (**TD** 12 Jul), and the airline's mascot, Bruno the Proboscis monkey, has flown out to celebrate.

Bruno will be dropping in on travel agents in Brisbane, the Gold Coast and the Sunshine Coast to highlight the new flights.

Royal Brunei now flies from Brisbane four times weekly, with B10 to Brunei International Airport operated by the airline's new Airbus A320neo, departing 4.10pm and arriving at 9.30pm.

The service connects in Brunei to non-stop services to London

and Dubai, along with short-haul flights to Tokyo, Manila, Jakarta and Seoul.

Pictured are: Flight Centre Toowong team members Karl Gust, Clinton Turk, Bruno from Royal Brunei Airlines, John Droulers, Ayla Downing and Mackenzie Gregory.

CA launches LGW

AIR China will launch Shanghai Pudong - London Gatwick service from 02 Nov, GDS displays show.

The carrier has opened reservations for the flight, which will operate four times a week.

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*Advertised fares are for Business and Economy Class return travel departing from Melbourne inclusive of taxes and surcharges, correct as of 24 July 2019, subject to currency fluctuation and availability. Offer ends 26 August 2019. Business Class fares are for travel commencing between 21 August 2019 and 31 May 2020. Economy Class fares are for travel commencing between 2 September to 12 September 2019, 23 September to 30 November 2019, 13 January to 20 March 2020, and 30 March to 31 May 2020. Higher levels apply for other travel periods. Flight restrictions, day-of-week surcharges, inbound blackout periods, amendment and cancellation fees apply. Additional travel periods, destinations and fares are available from Adelaide, Brisbane, Sydney and Perth. Further terms and conditions apply. For full terms and conditions, please visit emiratesagents.com/au, see your GDS or call Emirates on 1300 303 777. Offer subject to change.

Hamptons to Melb

CORPORATE Keys Australia will open a second The Hamptons Apartments Boutique Hotel in Melbourne in early Oct.

The St Kilda property will offer one- and two-bedroom apartments, all featuring open plan living and dining spaces, full-sized kitchens, an espresso coffee machine and a laundry.

It is nearby St Kilda Beach, Acland Street, the Carlisle cafe and shopping precinct, and follows the first The Hamptons Apartments Boutique Hotel, which launched in Sep 2017 in Port Melbourne.

"It wasn't long after we opened our first location in Port Melbourne that we found there was a real appetite not only from our extensive corporate client base but also the leisure market for residential-sized boutique apartment accommodation," Corporate Keys Group's Director of Business Development Bruno Torres said.

Disney allegations

LISTED entertainment giant Walt Disney Co is alleged to have overstated its revenues by billions of dollars for years.

Former Disney financial analyst turned whistleblower Sandra Kuba filed a series of allegations with the US Securities and Exchange Commission (SEC) on Tue claiming staff in the company's parks and resorts division routinely reported non-existent revenues for complimentary golf rounds or free guest promotions.

In one year, Kuba claimed Disney overstated its revenues by US\$6 billion.

A Disney spokesperson told *The Hill* that the allegations were "utterly without merit", adding Kuba's employment with company was "terminated for cause in 2017."

"We're not going to dignify here unsubstantiated assertions with further comment," the spokesperson added.

TP mobile biggest induction



TRAVEL Partners' recent mobile induction was its largest to date, following on from strong growth which has seen the company double its mobile network in both WA and Victoria.

Hosted at the new Travel Partners Head Office in Sydney, the new independent agents settled in for two days of induction on all things Travel Partners, including a full day on Tramada Premium facilitated by Travel Partners Product Leader Lou Larson.

The relocation to the new premises was completed in Jul, and moves Travel Partners into an open plan, modern office, above Flight Centre George Street, with room to grow as the network continues to expand.

Pictured in the back row are: Lou Larsson, Product Leader; Cola Maurirere, NT; Miiira Tupaea, Qld; Gabrielle Cahill, ACT; Charlie Connolly, Qld and Sarah Nicolaides, WA.

In the front row: Karen Coates, SA; Lesley Utting, WA; Amanda Simpson, Vic; and Megan McCallum, Qld.

Malaysia seat sale

MALAYSIA Airlines is running a seat sale on destinations throughout Asia, with return flights from Perth to Brunei's capital of Bandar Seri Begawan leading in at \$582.

Sale ends 26 Aug and applied to travel until 30 Jun, for more details, [CLICK HERE](#).



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Phil Hoffmann
mobile travel

Planes late: BITRE

AUSTRALIAN airlines have recorded their lowest on time arrival and departure rates since Jul 2018, the *BITRE Domestic Airline On Time Performance Jul 2019* report reveals.

The monthly report found airlines averaged 73.9% for on time arrivals in Jul, while the on time departure rate was 75.7%.

Of the major airlines, Qantas recorded the best on time arrival performance (73.4%), followed by Virgin Australia (72.2%), Jetstar (68%) and Tigerair (61.2%), while Regional Express (Rex) had the highest rate of the regional carriers (80.4%).

Rex also recorded the best on time departure (82.9%), with Qantas leading the major airlines with a 76.3% on time result, followed by Virgin (75.4%), Jetstar (66.7%) and Tigerair (64.1%).

The cancellation rate in Jul was 2.5%, higher than the long-term average of 1.5%.

Cosmos 2020 prog

GLOBUS and Cosmos have announced their 2020 brochure for Asia, India, Africa and South America, which includes a new Cosmos tour, Discover Southern India & Kerala.

Travelling for 12 days from Chennai to Cochin, the new tour leads in at \$2,079 per person twin share, and ventures to Chennai, a spice plantation in Thekkady and includes a cruise in Kerala.

Princess' new show

PRINCESS Cruises has promised its newest production, *Rock Opera*, will see rock music meet high fashion on the high seas.

Guests aboard *Sky Princess* and *Enchanted Princess* can experience the show from Dec and Jun respectively.

Featuring the stylings of *America's Got Talent's* Brian Justin Crum, *Rock Opera* has been created exclusively for the line.

Virtuoso award winners



VIRTUOSO Travel Week's gala has seen some of the network's most exceptional members and partners honoured.

Held last week in Las Vegas at Bellagio Resort & Casino, ARIA Resort & Casino and Vdara Hotel & Spa, network peers determine the award winners.

"I'm always impressed and inspired by how our members and partners constantly innovate to deliver unforgettable travel experiences to their clients," said Virtuoso Chairman and Chief Executive Officer Matthew Upchurch.

Pictured is Anthony Goldman,

winner of Most Admired Advisor - Asia/Pacific with Virtuoso Asia Pacific Managing Director Michael Londregan.

Matamanoa rate

MATAMANOA Island Fiji is offering a three-night self-famil package for industry partners priced from FJ\$199ppts (AU\$135).

The offer is valid for one industry partner and their guest and includes accom in a run of house room with daily breakfast.

The booking code is FAM19/20, for further info contact reservations@matamanoa.com.

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Dreaming of a cruise



ONLY 10 days are left to enter *Travel Daily's* Dream Cruises monthly competition, & we have received some fantastic entries!

Pictured in the red dress is Pauline Schafer of The Travel Studio in Queensland, whose ideal feature of a Dream cruise would be a moving walkway along the cabin corridors, "so I don't have to walk so far at night after a hard night dancing".

Schafer adds her idyllic Dream cruise "would feature a nice sized dance floor, and regular live dance music every night, including rock and roll, country, easy listening and a bit of ballroom and Latin".

Another suggestion comes from Latoya Bartlett from Helloworld Corio, who would like to see Dream Cruises add Suites and Balcony rooms featuring private pools, while Sneha Maharaj from

Corporate Traveller Brisbane would like to see an on-board shark dive tank, enclosing her entry with a reworking of Les Miserables' 'I Dreamed a Dream'. Competition details on **page 10**.

World Exp adds

WORLD Expeditions has launched eight new adventure holidays, ranging from five to 14 days in length.

The additions include The Road to Mustang & Tiji Festival; Fiordland, Hollyford & Stewart Island Trails; Belize Jungle & Reef; Triple Peaks of the Rwenzori with Tim Macartney-Snape; Pyramids to Petra; Antarctic Peninsula - The Pioneering Voyage; Galapagos in Comfort with Naturalist & Photographer Jamie Dominguez; and Ausangate & Rainbow Mountain Trek.

ACCOMMODATION

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



A newly-refurbished luxury spa has been unveiled at Vietnam's **Azerai La Residence, Hue**, including a new treatment menu. The spa is over 50% larger than before, and boasts new thermotherapy areas for men and women. The spa has been decorated with 1930s art deco and Finnish-style sauna aesthetics, and features luxury steam rooms and an ice fountain.



A \$3.8 million upgrade has been completed at **Novotel Geelong**. The property said the renovation took inspiration from the city's "creative spirit and surroundings", with the ocean and art strongly reflected throughout the selection of colour, furnishings, and decor. All 109 guest rooms have been refurbished, as have the bathrooms.



The **MAC Boutique Hotel** in Adelaide has undergone a makeover and now features new furniture, decor and carpet, freshly painted walls, refurbished bathrooms, new window coverings, redesigned art schemes and a renovated reception. Work began in Dec and was completed in Jun, with the works seeing the hotel improve its status to 3.5 stars.

Delta sues chatbot

DELTA Air Lines is suing software company [24]7.ai over a 2017 data breach which allegedly exposed information of 825,000 customers.

According to the suit filed in the US District Court for the Southern District of New York, [24]7.ai took nearly six months to disclose the breach, with the airline noting the chatbot vendor's security passwords were too weak, making them easy to crack.

Between 26 Sep 2017 and 12 Oct 2017, at least one hacker tapped into delta.com via [24]7.ai's computers, with the airline still unaware as to whether or not the hacker misused any of its customers' data.

[24]7.ai revealed the breach to Delta in Mar 2018.

WA praises QF

THE West Australia Government has praised Qantas' decision to cap airfare prices from Karratha and Kalgoorlie to Perth (**TD** yesterday).

WA Transport Minister Rita Saffioti said the discounted fares program was "a great start."

"I hope it will be the catalyst for more routes across WA being identified for capped or discount fares for local residents," the Minister enthused.

Qantas yesterday confirmed flights out of Karratha and Kalgoorlie would be no more than \$800 return to Perth, even when booking last minute or during busy periods.

The remote WA towns are two of 16 across Australia where QF is rolling out capped regional fares.



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Express Travel Group Exchange a hit

MORE than 290 delegates attended the first ETGX conference in Bangkok over the weekend, which brought together all of Express Travel Group's (ETG) brands, Select Travel Group, Independent Travel Group and italktravel & cruise.

The united message across the conference was "we are individual, unique and stronger together".

New this year was a range of TEDx-style panel discussions featuring key preferred partners covering topics such as the role of travel agents in air distribution over the next five-10 years, sustainability in tourism, innovation in cruising & touring and the future of our industry.

A police escort of 100 "American Airlines Tuk Tuks" took delegates on a convoy through the streets of Bangkok, followed by a river cruise to the Anantara Riverside Resort for an evening of local entertainment hosted by the Travel Corporation.

A highlight of the conference was the keynote address on Sat, delivered by G Adventures founder Bruce Poon Tip, showcasing the company's journey and the focus on sustainable tourism and keeping as many tourism dollars in the local areas as possible.

Sat night's gala awards night recognised the best of the best with awards for agency of the year for each state and nationally.

Next year's conference was announced to be held in Fiji.



ITG Agent of the Year, Travel Associates Russel Brown with Derek Morris and Tom Manwaring.



MELANIE Webb, Lyrical Road, Simone Turnbull, Sound Travel and Events; and Melinda Easton Kuhl, Jetstar.



THE ETGX 2019 group.



A TUK Tuk experience.



OUTSTANDING Contribution award winners italktravel Blue Mountains' Dean Heke, Abbey Thomas and Matt Hickey get into the spirit.



SELECT Travel Group Agent of the Year Best & Less Travel Mehdi Juddani with ETG Tom Manwaring and Carlah Walton.



ITALKTRAVEL & Cruise RISE Award winner Julia Van Huisstede being presented her accolade.



ITALKTRAVEL Agent of the Year, John Longo, Glynde, with Hamish McCracken and Tom Manwaring.



IRENE Zhang from Australia Tang International Travel; Sandy Chen from Suncatcher Holidays, Candy Lam from Your Destination Travel; and Sally Chung from Holiday International Travel.



MARIE Sulda, Kaleidoscopic Travel; Melissa McCormack, italktravel Warrnambool; and Rane Reguson, italktravel Townsville.



THE gala dinner entertainment.

MTA's Crooked Compass



MTA – Mobile Travel Agents Business Development Manager NSW/ACT Jackie Pennock and a group of MTA advisors recently met with Crooked Compass founder Lisa Pagotto in Sydney.

The group from MTA learnt more about the boutique tour specialist's travel experiences over a dinner at INDU Sri Lankan restaurant.

Crooked Compass offers unique small group and customised tours

in destinations including Africa, Asia, Europe, Middle East, Latin America and Oceania.

Pictured are Jackie Pennock; Michelle Trembath, Crooked Compass journey creator; Danielle Lawson, Sue Barton, Lisa Pagotto and Martina Parker.

Radisson Hoi An

RADISSON Hotel Group will add a new beachfront resort in Hoi An, Vietnam, to its Radisson Blu brand.

The Radisson Blu Hoi An is due to open in 2021, providing guests with access to Ha My Beach, and will comprise of 734 rooms, suites and villas.

Eurowings addition

EUROWINGS has announced it will add a weekly service between Vienna and Pristina, Kosovo, from 02 Nov for the Northern Hemisphere winter.

The new route will be operated by an Airbus A319, expanding the services being operated by the budget airline out of Pristina, which offers more than 60 weekly services to and from the capital of Kosovo.

Hawaii performance

HAWAIIAN hotels are continuing to experience gains with revenue per available room (RevPAR) climbing by 5.2% to US\$260 in Jul, compared with the previous corresponding period, data from the Hawaii Tourism Authority reveals.

Room revenues were up 3.5%, approximately US\$14.6 million higher than in Jul 2018 and occupancy rates were up 1% to 85.2% across the state.

In Jul, luxury properties saw occupancy climb 5.5% to 83.9%.

Maui County led the island counties in RevPAR, experiencing a 9.3% increase to US\$359.

DREAM BIG AND WIN!

Terms & conditions

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

Korean Air rejigs

TENSIONS between South Korea and Japan have driven Korean Air's decision to reduce its services between the two countries, in response to declining demand.

The airline plans to increase services to other markets including increasing its Incheon-Brisbane services from five to seven a week.

Sofitel signs Seoul

ACCOR Group will open its first Sofitel Hotel and Serviced Apartments in Seoul in 2021.

The Sofitel Ambassador Seoul Hotel and Serviced Residences will feature 563 rooms and suites, meeting and events space, and will be located close to the city's Gangnam business district and the Coex Convention and Exhibition Center.

Vic at World Expo

VICTORIA will showcase itself as "an elite tourism" destination at World Expo 2020 in Dubai.

The state was the first to sign up to feature in the Australian Pavilion at the event.

The Victorian Government said the expo would provide a platform to highlight the state's growing wine tourism offering.

Skeggs on Quasar

NATGEO photographer Harry Skeggs will be on hand to help guests boost their wildlife photography skills, aboard Quasar Expeditions' eight-day Galapagos cruise departing 18 Jan 2020.

Despite Skeggs being onboard, the cruise will be a regular sailing rather than a photograph focused voyage, [CLICK HERE](#) for more.

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Accounts Receivable | 1 Year Contract

Sydney, to \$65k + Super, Ref: 4172PE1

An award winning international cruise line are seeking an experience Accounts receivable specialist to join their team initially for a 1 year fixed contract. You will need to be hands on and should be able to efficiently manage the daily operations & strategic objectives of the Billing and Accounts Receivable cycle through implementation, maintenance and management of all of the Accounts Receivable business function, experience working with overseas offices would also be an advantage

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

Domestic Travel Consultants

Sydney, Up to \$60k + Super, Ref: 1980RL1

Do you possess excellent general knowledge of Australia and New Zealand Region? We are seeking the services of highly motivated and experienced travel industry consultants for various roles including FIT as well as Groups. A sound knowledge of the inbound industry and knowledge of Tourplan is an advantage but not essential. Ideally you must have 2 years retail or wholesale inbound travel experience and Fluent in either German, Spanish and English. Centrally located Sydney CBD location.

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

Corporate Role | Travel Consultant

Adelaide, 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
(08) 6365 4313 or click **APPLY** now.

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
(07) 3123 6107 or click **APPLY** now.

Retail Consultant | Permanent Part-Time

Sydney, High Base + Comms, Ref: 9753AJ3

An exciting position has just opened up for an experienced Senior Travel Consultant looking to join one of Australia's most successful and award-winning boutique agencies. You will enjoy servicing a wide range of loyal clients and putting together once in a lifetime itineraries. In return you will be well looked after, working a flexible part time work week while enjoying a high hourly rate and unlimited commission structure. Join this friendly team and enjoy a positive work-life balance!

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

Business Development & Operations

Sydney, \$60k + Super + Comms, Ref: 2625SJ1

Your chance to work with a unique, high value product in the airline sector. This role is outbound sales & operations with 6 months of training, 2 months in London. Use your sales & business development skills to create a pipeline and then make the bookings for a high detail, high value product. Uncapped commission plus national travel 4 times a year & two months training in London are some of the perks. This is a rare travel industry sales role so apply now and don't miss out!

For more information please call Serena on
(02) 9988 0616 or click **APPLY** now.

Regional Travel Manager

Capricorn Coast, High Salary, Ref: 1966AW5

This regional agency offers a point of difference, where every itinerary is unique. You will create memorable experiences providing sales through service, with only the best product and travel experiences to offer! Want to recommend premium product and share your experience first-hand?? This agency falls under a global business banner; and is looking for the ideal travel agent to join, manage and mentor their team! Open to candidates that wish to relocate, ready for a new challenge?

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

Cruise Travel Consultant

Brisbane, Salary + Famils, Ref: 3978AW2

Deliver B2B sales and service and join the Online Travel Trend! Sell Australia's number 1 holiday - CRUISE! The ideal candidate will be ready to step away from face to face consulting and happy to work within a supportive and driven team! Utilise your cruise and travel knowledge and earn UNCAPPED commission! Ready for a new challenge? Only want to work one weekend a month and look forward to ship inspections and FAMILS?! Work in this dynamic and fun call centre team and APPLY NOW !!

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



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