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MORE INFO

People's Choice

AFTA is today highlighting the launch of voting in the fourth annual National Travel Industry Awards "People's Choice", with a range of collateral available to agencies to encourage clients to vote and an APT Kimberley cruise up for grabs - see **page nine**.

Tourism Aus content deal

EXCLUSIVE

TOURISM Australia has launched a major magazine-focused promotion to encourage high value US travellers to head down under, with the venture a partnership with local publisher Australian Traveller Media.

Attendees at the annual "Gday USA" Australian showcase in Los Angeles last weekend were given sneak peek at a new 102-page "Australia" magazine which will be complemented by a major digital content hub, with the project aiming to "inspire, engage and convert with industry partners," according to Australian Traveller MD Quentin Long.

Long told **TD** the publication would have an initial 50,000 print run, with targeted distribution in United and American Airlines lounges across North America.

It will also be available in American Express Centurion lounges, as well as via an online

distribution request which allows consumers to order a free copy to be posted to them.

A total of 18 industry partners are featured including Voyages, Daydream Island, qualia, One&Only Wolgan Valley, Park Hyatt Sydney, InterContinental Hotels Group/Hayman, United Airlines, Gold Coast Tourism, the SA Tourism Commission & more.

Long said a key part of the strategy was for readers to have a "piece of Australia in their homes", adding he was confident about the results the guide will generate for US high value traveller awareness and visitation.

Today's issue of TD

Travel Daily today has seven pages of news and photos, a photo page from **Atout France** plus full pages from:

- TMS Talent
- AFTA NTIA People's Choice

Lombok-Perth flight

AIRASIA has confirmed plans to develop a new hub in Indonesia's West Nusa Tenggara province.

The carrier's Indonesian affiliate expects to base two A320 aircraft in Lombok, with plans to boost frequencies to Kuala Lumpur and add services to Perth and Bali.

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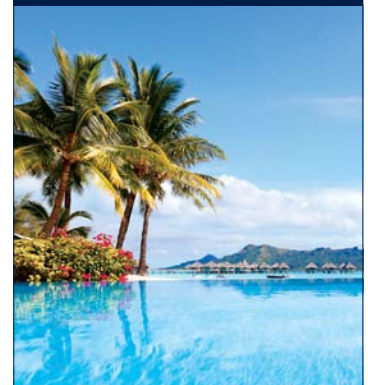


53 prizes are up for grabs, including Trip Dollar\$, Accommodation in the Maldives, Spa Vouchers, Google Home Mini's and more!

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Travel Daily

Tuesday 29th January 2019

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automatically combines your
shots into one video blog

QF Super points

QANTAS has partnered with AustralianSuper to allow new members of the fund to receive bonus Qantas points.

Until 05 May, employees who join AustralianSuper and contribute at least \$350 within six months will earn 20,000 points.

OAM for Botanica founder

JUDY Vanrenen, the founder of APT's offshoot Botanica World Discoveries, was awarded the Order of Australia (OAM) in the Australia Day Honours announced last weekend.

Vanrenen's long-time service to the tourism sector was highlighted, along with her activities volunteering with numerous non-profit groups.

She was one of 14 Australians named for their service to the tourism and hospitality industry, with Australia Day honours also going to Quest Apartments Chairman Paul Constantinou; Business Strategist Lyndall De Marco; former AHA President Thomas McGuire; John Menzies of Village Theme Parks; Food & Wine Victoria's Natalie O'Brien;

and Robert O'Keeffe from the Brisbane Convention & Exhibition Centre.


Also on the Australia Day Honours list were Destination Riverland Chair Debbie Alexander; former Tourism & Events Qld Director Grant Cassidy; Caravanning Queensland's Ron Chapman; Club Managers Association former President William Clegg; celebrity chef Luke Mangan; former Inverell Shire Council Tourism Manager Leslie Moulds; and Laurence Stroud, former Australian Tourist Commission board member.

U leaves Seine

THE Travel Corporation's youth-focused U by Uniworld river cruise brand will pull out of France's Seine River in 2020, with *The B* to join sister ship *The A* sailing in central Europe.

CEO Ellen Bettridge said demand was overwhelmingly pointing to central Europe, where guests can "experience a new city - and sometimes a different country - each day, which simply isn't feasible on the Seine".

The B will sail from Brussels to Amsterdam and Amsterdam to Frankfurt, while *The A* will sail from Nuremberg to Vienna and Vienna to Belgrade.



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New Qantas TTLs

QANTAS reservations made within three days of departure must now be ticketed on the same day, under new Ticketing Time Limits being introduced by Qantas effective 01 Feb 2019.

The new TTLs apply to bookings made for Qantas fares from Australia to all international destinations.

Bookings made more than three days prior to departure must be ticketed within three days, while for bookings made within three and one day of departure, ticketing must be completed by 11.59pm on the same day the booking is confirmed, QF said.



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Qantas future flight

QANTAS has released new data outlining “what customers really want on ultra long-haul flights”.

The fresh research, captured at the end of 2018 in conjunction with Sydney University’s Charles Perkins Centre, reveals that health and wellness were among the top trends for customers, with a strong focus coming through on mindfulness and “separation of experience” during a long-haul flight.

Also suggested by customers was the addition of space to do gentle exercise and stretches to promote circulation; access to wireless noise-cancelling headphones; more innovative cabin designs that include both seat and non-seat spaces to focus on a range of needs such as sleep, dining and entertainment; as well as the addition of an inflight cafe offering both alcoholic and non-alcoholic drinks to travellers including a range of snack foods.

ASTA urges industry shift

THE American Society of Travel Advisors (ASTA) is urging travel agents to follow its lead and rebrand themselves as a “travel advisor” in their consumer and trade communications.

In Aug, the association renamed itself from the American Society of Travel Agents, but it is now insisting in an open letter that “in order to fully realise the benefits of this change...it is critical that all industry stakeholders speak with one voice when it comes to describing our business”.

ASTA is encouraging member companies, supplier partners and “anyone doing meaningful business through the travel advisor channel” to make the switch in terminology.

“Today’s travel agents are no longer mere booking intermediaries,” ASTA said in an open letter to the travel industry. “They have become trusted

advisors — akin to financial planners and CPAs — who make the overall travel experience better and provide both leisure and business travellers maximum value for their travel dollar.”

“The term ‘advisor’ not only more accurately describes the value our members provide to consumers but also serves as a distinct declaration of who we work for: the travelling public.”

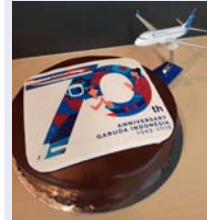
The open letter was accompanied by a list of organisations that have, or are in the process of making the change, including over 60 travel industry suppliers.

Brands on board include AccorHotels, Hertz, Marriott, Royal Caribbean, Viking Cruises, The Travel Corp and Princess Cruises.

Agency networks that featured on the list were American Express Travel, Ensemble Travel Group and Virtuoso - more **HERE**.



Window Seat



WHILE most of us were busy enjoying BBQs and a swim at the beach to celebrate

Australia Day on 26 Jan, Indonesian airline Garuda was having a festive milestone party of its own.

The carrier’s first commercial flight took off from Calcutta on 26 Jan 1949, and to mark 70 years of service, the **TD** team were invited to join in the fun with a delicious cake, **pictured**.

Garuda’s first flight to Sydney took place some 20 years later, in 1969 - we can’t help but wonder whether there will be more cake on the horizon?

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MONEY

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

AU\$1 = US0.716

THE Aussie dollar is emerging from a volatile long weekend after the AUDUSD, which climbed to one-week highs on Fri, dramatically dropped overnight ahead of the USA's Federal Reserve meeting today.

Travellers to the USA should keep a close eye on the dollar in the meantime, while those heading to Europe should also pay close attention following a 0.5% drop against the Euro.

A predicted fall in local annual inflation is also set to drive the AUD this week.

Wholesale rates this morning.

US	\$0.716
UK	£0.544
NZ	\$1.048
Euro	€0.626
Japan	¥78.29
Thailand	฿22.60
China	¥4.831
South Africa	9.791
Canada	\$0.950
Crude oil	US\$53.69

Enterprise & Deem

CAR rental provider Enterprise Holdings has completed its acquisition of managed-travel technology platform, Deem (*TD* 18 Jan).

The Deem platform includes Deem Work Force and Deem Ground Work and since 2011 has been the technology behind Enterprise Holdings' EHDirect travel booking platform for small- and medium-sized corporations.

Deem will continue to operate autonomously and the executive team will remain in their roles.

Aurora comp details

TO CELEBRATE the launch of its 2020/21 program, Aurora Expeditions has launched a new agent incentive.

Agents who book an Aurora 2019, 2020, or 2021 departure between 16 Jan to 31 Mar 2019 will go into the draw to win an Aurora Expeditions voyage for two to Antarctica.

The prize is an 11-day Spirit of Antarctica expedition, dep 09 Nov 2019 and valued at \$29,224ppts aboard the new *Greg Mortimer*.

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



COLLETTE Vacations President Jaclyn Leibl-Cote was in Australia last week to visit key industry partners, and told *TD* the business was experiencing "really good growth" in the local market.

The 100-year-old family business (*TD* 20 Jun 2018) has recently opened a new, larger office and currently has a staff complement of 18 in its Sydney premises, with room to grow following Brad Ellis' appointment as National Sales Manager.

Ellis currently oversees a four-strong team of business development managers, with plans to double this to eight nationally during 2019.

Leibl-Cote, who's **pictured** above with Collette's Director of Commercial Partnerships, Amanda McCann, highlighted the ongoing development of the company's Explorations small group product, which will see its first departure in May 2019.

Currently the Explorations range, which has a 19-passenger maximum, features a collection of about 20 trips but this is rapidly expanding, with 8-10 new itineraries launching in 2020 and a goal to boost the portfolio to

more than 50 tours across the globe in three to four years' time.

The company's long-established Classic range of tours was also performing well, while popular destinations for Collette this year include Japan and Europe.

The Baltic region is also seeing strong demand, including a new Finland trip which runs Nov-Mar featuring a range of must-do activities and experiences including a night in an igloo.

McCann said she was thrilled at the ongoing response from the travel trade to the Collette product, adding it is "really exciting to find that so many people want to work with us."

"Where we are at currently is just the tip of the iceberg."

Egypt pardons Brit

A BRITISH woman, who spent a year in prison in Egypt after taking about 300 Tramadol pain tablets into the country, has been pardoned by the country's President Abdel Fattah el-Sisi.

34-year-old Laura Plummer is on her way back to the UK and has vowed to "never set foot in an airport again" after her ordeal.

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PUNE, INDIA

Cromie's community work



BRIGHTON Travelworld Director and co-owner Keiran Cromie (pictured right) was recently nominated for the Bayside City Council Citizen of the Year Award.

Cromie was recognised for his work in graffiti removal and the Church Street Traders Association.

AIA traffic increase

AUCKLAND Airport reported a total of 1.806 million pax passed through its gates in Nov 2018, an increase of 3.9% on the previous corresponding period.

The airport saw international passengers rise by 4.7%, while domestic passenger numbers also grew, clocking 4.1% growth.

Int'l numbers were driven largely by added capacity from Asia, with Indonesia (+17,000 seats), Singapore (+15,000 seats), and Taiwan (+8,000 seats) leading the source increases.

Qld marketing push

TOURISM and Events Queensland has teamed up with News Corporation for a content campaign which will promote the state to Australians.

The series will appear on the last Sat of every month in *The Weekend Australian Magazine* and online and will target high-value empty nesters.

It will feature the personal perspectives of the state from best-selling authors Trent Dalton, Michael Robotham, Susan Duncan and Fiona McIntosh and country singer and songwriter Adam Brand.

BROCHURES

THIS week's Brochures of the Week is brought to you by **Aurora Expeditions**. 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.



Aurora Expeditions - 2020/21

Aurora Expeditions has launched its new 2020/21 brochure which includes a diverse mix of new and exciting itineraries and destinations such as Iceland, West Greenland and Costa Rica. The latest brochure provides more information on the company's expert expedition team, loyalty program, ship amenities, and pricing. Aurora was recently awarded "Best Itineraries" in 2018 by Cruise Critic.



Topdeck - Europe Winter 2019/2020

Youth travel specialist Topdeck Travel has launched its new Europe Winter brochure featuring a variety of popular destinations such as Russia, Finland and Belgium. Highlights from the brochure includes Topdeck's 10-day Big Red to Star trip, which offers travellers an off-the-beaten-track experience that makes a trip to Santa's village in Lapland and embark on a medieval walking tour of Estonia. The company is offering a 10% discount on select tours until 30 Apr 2019 to mark the launch.

Airbnb buys Gaest

AIRBNB has acquired meeting space rental company Gaest.com.

The company will continue to operate as its own platform in the short-term future and report into Airbnb's home business unit.

Hurtigruten appointment

NORWEGIAN cruise operator Hurtigruten has appointed Robert Cao as its new Global Director, Charter & Incentive Sales.

He will be charged with overseeing the sales and operation of full-ship charters, designing incentive programs and on-site corporate experiences.

"He brings incredible experience, creativity, and drive, and I am excited to see how we can expand our charter and incentive business," said Hurtigruten America President, William Harber.

MEANWHILE, Hurtigruten has introduced a giant 17.5 metre tall LED screen on board *MS Roald Amundsen*, which will be used to broadcast live lectures and picturesque landscapes.

"By introducing the tallest LED-screen at sea, we will bring...the splendid beauty of the passing nature to the guests inside," said Hurtigruten CEO Daniel Skjeldam.

Macao tourists up

THE Macao Government Tourism Office (MGTO) has revealed that total visitor arrivals to Macao in China increased to 35.8 million in 2018, a 9.8% spike on the previous year.

However, during the same period international visitor arrivals dropped by 1.1% to 3.1m.

Solomon eyes target

THE Solomon Islands Govt has declared the target of attracting 60,000 visitors annually by 2025, a goal that would inject an estimated SBD1 billion (A\$170 million) into the Pacific island nation's economy.

Tourism has been earmarked as a growth industry that would help fill the gap left by diminishing sectors such as mining.

However Tourism Solomons Chief Executive Officer Josefa "Jo" Tuamoto said if the country is to achieve the 60,000-visitor mark by 2025, it would need to boost its accommodation capacity.

"We need to be able to provide international wholesalers with access to a minimum of 700 new quality rooms – without this development the Solomon Islands will struggle to reach its objectives," Tuamoto said.



A-LEAGUE

A-LEAGUE WINNER R16

Congratulations

ERIKA BURT

from Princess Cruises

Erika is the top tipper for R16 of *Travel Daily's* A-League footy tipping competition. She's won a \$250 travel voucher from Keith Prowse Travel.



A-League tipping competition is sponsored by Etihad Airways and Excite Holidays, with the top tipper for the season winning a trip to Manchester to see Manchester City play.



NSW permit LTPS/18/28921 / ACT permit TP 18/01724

Atout France at the convent for a luxury L'Occitane spa!

THE team from Atout France managed to prise Fabien Piacentino, GM of Provence's Couvent des Minimes away from the rather glamorous setting of his workplace to spend some time in Australia recently.

Piacentino's workplace is not just any old work environment, it just so happens to be the five-star Luxury Relais & Chateaux Couvent des Minimes hotel and spa.

Located near the village of Mane, Provence, the 17th century convent-come-luxury hotel is perched on a cliffside, which is adorned by centuries-old terrace gardens and basks in the stunning Provençal sunshine.

In Australia for his first visit in conjunction with Atout France, Piacentino met with a select list of travel agents and suppliers over an indulgent lunch, where they were also treated to a relaxing hand massage by L'Occitane.

He delivered a message to the trade for the year ahead.

"Like L'Occitane, enjoy the year for the beauty that it brings and may you all support Atout France in their 22 events throughout this year," he said.



PATRICK Benhamou, Atout France and Julie Chan, Brand Manager L'Occitane.



FABIEN Piacentino, General Manager of the Couvent des Minimes on his first trip to Australia.



AIR France Country Manager Quentin Voss and Chris Hamill, MD DriveAway Holidays.



SAMI Lukis and Julie Chan check out the benefits of L'Occitane's creams.

GUESTS at the event were able to take their senses on a journey through Provence, home of L'Occitane.



DIGBY Warren, Journeymasters, enjoying a relaxing hand massage.

New faces for Travel Partners



TRAVEL Partners (TP) recently welcomed a raft of new mobile travel agents into its business family at an induction lunch earlier this month.

Held at North Sydney's Treehouse restaurant, the induction took the new team members through a range of important business topics, including a company overview, past and future vision, product strategy support and opportunities, marketing strategy

support and opportunities, ticketing, GDS training, as well as finance training.

Pictured at the induction training session in North Sydney are: Stephen Mussig, Qld; Liam O'Donnell, Vic; Jeff Hakim, TP Managing Partner; Kerrie Tsaoasis, Vic; Kim Skilton, TP Marketing; Sophie De Klerk, TP Air Manager; Kevin Smith, Qld; Arlene Freeman, Qld; Sally Boyd, TP Account Management; Marty Naseef, NSW; Sharyn Van Der Veeken, TP Vic BDP; Mark Hodgson, Qld; Susan Singh, NSW; and Angela Denney, TP Account Management.

Hilton 100th year

HILTON Hotels has celebrated its 100th birthday with the announcement it has achieved a fourth consecutive year of "record-breaking growth".

The hotel group achieved close to 7% net unit growth in 2018, opening one new hotel per day during the 12-month period to reach more than 5,600 hotels in 113 countries and territories.

The hotel also welcomed 166 million guests worldwide, with the Hilton Honors program welcoming more than 85 million.

Maldives revival

CROSSROADS Maldives, managed by S Hotels & Resorts, is set to introduce a "one-stop, non-stop lifestyle destination" to the region from Jun 2019, which will be comprised of oceanfront resorts, upscale lifestyle outlets and entertainment offerings.

New additions will include a Hard Rock Hotel plus the region's first Curio Collection by Hilton.

AFTA UPDATE

from Jayson Westbury



I HOPE that everyone in the travel industry has managed to celebrate Australia Day the way you like to celebrate it, and enjoyed a sneaky public holiday Mon.

Australia Day does have such a significant meaning in our country and while there is always some debate over aspects of the day, the important point is that as a country we must continue to celebrate all that is fantastic about it. We are basically living in one of the best countries in the world, and while there is often disagreement and debate over policy and other aspects of running the country with our friends in Canberra, the fact is we are all doing okay.

So, happy Australia Day to all!

This year, the Australia Day Honours List has included many from the tourism and hospitality sector and it is a wonderful recognition for those who are awarded for their individual contribution to Australia, their industry and the community at large. Heartfelt congratulations to all of this year's recipients - the full list can be accessed [HERE](#).

For me, my public holiday Mon allowed me to try out the Qantas QF9 service direct from Perth to London, so while most were enjoying their day, I was flying the

17-hour direct flight.

It felt a little strange when we touched down in London Heathrow as we didn't stop anywhere on the way, which is of course how we are all trained to think when travelling to Europe, and more particularly London.

On any aircraft, 17 hours is a long time, but I would say that it worked well, and with some flight planning for sleeping and walking around, the flight seemed to go much faster than I had expected.

As a regular flyer this was a really different flying experience from my home country direct to the UK.

Watching the flight path on the inflight entertainment system was also something else, as I don't think I can ever recall flying over so many places - places I have stopped over on many occasions on the way to Europe, and we just flew past.

No doubt as these new and advanced aircraft become more and more long range, the opportunities for travellers who want to explore the world will open up more and more - what an incredible experience. I do note that I flew on a fully paid ticket so there is no sponsorship of this piece, but that aside, if you get the opportunity to try out QF9 or have clients who are tossing the idea around, it is something that you should do at least once - who knows, you just might like it.

The Star expansion

THE Star Gold Coast has announced plans to open a new open air concert venue "capable of attracting frontline local and overseas music acts".

The elevated stage space, which is still waiting on necessary approvals, would include portable food and beverage outlets and cater for a crowd of between 1,000 and 1,500 people.

A calendar of events from world-class bands to Christmas carols are being considered.

Western Syd tie-up

WESTERN Sydney Airport has partnered with the NSW Wheelchair Rugby League Association in an effort to "build an accessible airport that provides all travellers a seamless and enjoyable experience".

The sponsorship will see the airport supporting the 2019 NSW Wheelchair Rugby League competition, with the team also providing advice on the airport's accessibility considerations during its design and construction.



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Who will be crowned People's Choice: Travel Agency of the Year 2019?



AFTA is on the hunt to find Australia's Favourite Travel Agency.

The People's Choice campaign, now in its fourth year is set to turbocharge consumer engagement and rally as many consumer votes as possible.

To achieve this, AFTA has expanded its media partnerships to include Australian Traveller Media and new partners The Sydney Morning Herald and The Age.

HOW DOES IT WORK?

Have your clients vote for your ATAS Travel Agency to win. The Travel Agency with the most consumer votes by 31 May will be crowned the NTIA People's Choice: Retail Travel Agency of the Year and awarded at the NTIA Gala Dinner on Saturday 20 July 2019.

WHY SHOULD MY CLIENTS VOTE?

To encourage Australians to vote, APT are offering your clients the chance to win an 11 Day APT Kimberley Coast Cruise for two people valued at \$23,500.

HOW CAN I GET MY CLIENTS TO VOTE?

AFTA has produced a suite of promotional material that you can use to encourage your clients to vote for you. Simply visit afta.com.au to download the assets.

For more information or to vote visit atas.com.au/votenow

