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Travel Daily First with the news

Monday 17th June 2019



Accelerate with VA

VIRGIN Australia is promoting the advantages of its accelerate business program, which offers travel credits and discounts for select flights and fares.

Travellers will also receive lounge access and more.

See the cover page.



Sign-up by 30 June

or submit an enquiry. T&C's apply

CLICK TO ENTER

Counsellors eye corporate

TRAVEL Counsellors is ramping up its focus on corporate, as one of the key areas the business is investing in 2019, Travel Counsellors CEO Steve Byrne told Travel Daily at the group's annual conference over the weekend.

Byrne said the company had identified a significant opportunity to service the corporate market, targeting SMEs to maintain the "personal touch" that Travel Counsellors prides itself on.

Currently the group's corporate business is growing by around 20% each year, while leisure is

Today's issue of TD

Travel Daily today has eight pages of news and photos, a front cover page for Virgin Australia, a photo page for Travel Counsellors, plus full pages from:

- One&Only Wolgan Valley
- Travel Trade Recruitment
- PHT product profile page

increasing by 12%.

"The corporate business accounts for about \$250m out of \$1.1b [of TC's Total Transaction Value so we expect to get that to about half a billion," Byrne said.

The company is also working to develop its premium leisure offering to allow TCs to target the affluent traveller and move away from the less complex product.

"We see the growth in more luxury, tailor-made holidays, with a higher average booking value, with more complexity," he said.

"We see that cheaper, packaged product as more exposed to risk because the traveller wants to do it themselves and do it online."

He told **TD** in three-five years' time, the company would like to achieve "a better mix of leisure and corporate business," with "a much richer mix of affluent customers booking a more complex type of experience".

See page three, four & seven.

New 2020-2021 Ocean Brochure Out Now VIEW HERE

QF confirms ORD

QANTAS has confirmed it will definitely operate flights from Brisbane to both Chicago and San Francisco once its American Airlines joint business is approved by US authorities (TD 04 Jun).

The 787-9 routes are expected to launch by the end of Apr 2020.





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> BUSINESS REWARDS







PHT mobile agency live

PHIL Hoffmann Travel (PHT) has today formally launched its new mobile division, saying it offers "the opportunity to create an independent and flexible career path, supported by the experience, security and strength of Australia's largest and most awarded independent travel agency".

The venture was first unveiled last year (TD 23 Oct 2018), and sees the company branch out from its Adelaide home base under a new national Phil Hoffmann Mobile Travel brand.

Participating agents are offered a range of benefits including ATAS and AFTA membership, plus access to product through PHT's preferred partnerships, and "exclusive escorted groups and hosted cruises with ex capital city pricing".

There's a \$790 joining fee which covers a five-day induction and training program including flights and accommodation, and ongoing membership costs \$195 per month, with a one-year contract which automatically rolls over.

Applications are now being invited, with PHT offering one-onone appointments to discuss the opportunity in Brisbane, Sydney and Melbourne next month.

A video promoting the brand is live at traveldaily.com.au/videos. More on page 11 of today's TD.

MEANWHILE Phil Hoffmann Travel CEO Peter Williams has also unveiled plans for a new \$700,000 function centre at the company's Adelaide HQ - more details in tomorrow's Travel Daily.

New Eruera venture

THE owner of the collapsed Si Holidays, Tui Eruera (TD 29 Mar 2018), is currently finalising a seed investment round for a new business which promises to "enable everyday people to trade financial markets successfully".

Dubbed Jaaims, the fintech startup will launch early in 2020 and is offering \$200 in trading credit for the first 100 customers.

Eruera placed Si Holidays into voluntary administration just over 12 months ago, with unsecured creditors owed over \$5.5 million.



WITH JETSTAR Italktravel & cruise Blue Mountains (NSW)

Helloworld Shellharbour (NSW)

Spencer Eastside (NSW)

Helloworld Drysdale (VIC)

Stephanie Spiteri, Travelmanagers (NSW)

Flight Centre Casuarina (QLD)

Flight Centre Darwin Central (QLD)

AVIO TRAVEL (VIC)

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to register and for more info

DISNE© DESTINATIONS Paustralia A DELTA



Travel Counsellors' top 5

TRAVEL Counsellors has pinpointed five key areas it will invest in over the next five years, backed by an annual spend of \$11 million on its technology offering over the next three years.

Last year marked the first that Travel Counsellors had spent \$11m on tech, up from \$5.4m four years ago (TD 07 May 2018).

Shortly after, the group announced its sale to private equity firm Vitruvian Partners (TD 04 Jun 2018), which has allowed for continued investment.

Along with a stronger push into the corporate market and plans to develop its premium leisure offering (see page one), the company has placed an emphasis on helping Travel Counsellors to be more productive.

Travel Counsellors CEO Steve Byrne said the business was looking at how it could use data, technology and its platform to enable its members to better

scale their business.

It is also focussing on making the company's support model more efficient and effective, by reviewing its processes, controls and information.

"We can radically improve how we improve the support for you by investing in technology so that you've got more of what you need at the time that you need it," Byrne told attendees at the group's conference in Adelaide over the weekend.

Byrne emphasised that Travel Counsellors also wanted to secure the right recruitment mix with the best talent and candidate experience for the group.

"It's not about how many people but the type of person," he explained, noting they wanted recruits who had the ability to support complex corporate or leisure travel sales.

"We want travel entrepreneurs and business owners," Byrne said. Discover how travel companies are missing out on business by not catering for single parent families in the June issue of travelBulletin.

CLICK to read

traveBulletin



Insight 2020 Europe

INSIGHT Vacations and Luxury Gold has released its 2020 Europe Preview collection.

Featuring over 80 Insight Vacations itineraries and 10 Luxury Gold itineraries, for a limited time, agents can secure their clients' 2020 trips at 2019 prices through the "Preview Price Guarantee", with only a \$200 deposit payable.

An Early Payment Discount of 10% is also available.

World Exp removal

WORLD Expeditions has removed the Mongolian eagle hunting festival from its program.

The decision was taken to ensure adherence to the company's animal welfare standards, and was made in consultation with World Animal Protection, the organisation assisting the World Expeditions in developing its Animal Welfare Code of Conduct.



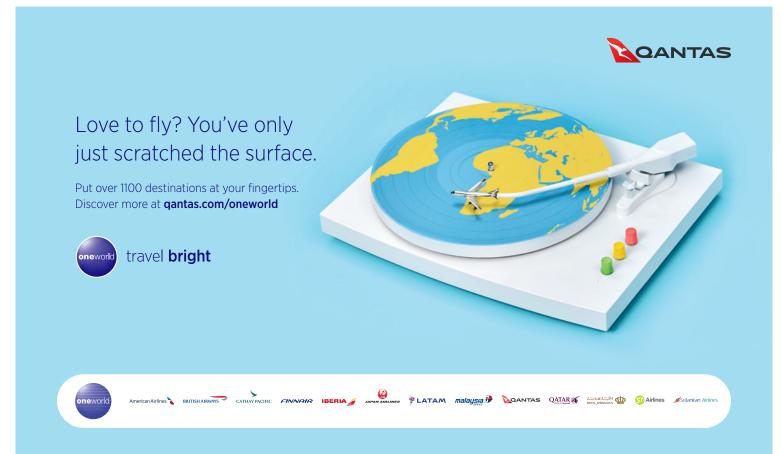
MANY of us may fantasise about stowing away in our friend's suitcase when they are going on vacation, but a Florida snake has turned these dreams into reality.

Unbeknownst to its 20-yearold host, the newborn nonvenomous black racer snake leaped into some luggage to board a flight from Fort Lauderdale, FL to Maui, HI, only disembarking upon the man's arrival at his accommodation on

Authorities were called instantly, as snakes are not endemic to the state, and can cause a large threat to the Hawaiian ecosystem.

It is not known if the stowaway was made to pay for the price of a ticket.

page 3



Travel Daily

Monday 17th June 2019

Coral solo program

CORAL Expeditions has expanded its solo program, with a new range of features catering to the individual traveller.

The company is highlighting its "Standby Single Fares", for the spontaneous traveller flexible with dates and "Single Guest Match", for those looking to be paired up in a cabin with another.

Coral is also highlighting no single supplement payable on all Barrier Reef deps year-round, and other selected departures.

Qamea stays open

RESORT representation company World Resorts of Distinction (WRD) has confirmed Fiji's Qamea Resort and Spa would remain open for 2020.

The resort recently underwent an ownership and management change, which arose suspicions of a potential closure but the property is now accepting bookings for 2020.

CAAC on 737 MAX

THE Civil Aviation Administration of China (CAAC) said on Thu all safety concerns must be resolved before the Boeing 737 MAX resumes operations in the country.

CAAC's General Affairs Deputy Director Gu Xiaohong said they received notification from the Federal Aviation Administration (FAA) of the United States that some Boeing planes, including the 737 MAX, may have defective parts in their wings (TD 06 Jun).

"The affected parts may be susceptible to premature failure or cracks resulting from improper manufacturing," the FAA said.

Checks would need to be carried out on 179 of the MAX aircraft worldwide, as well as 133 older NG models to identify where the suspect parts had been installed, Boeing said.

The MAX was grounded worldwide in Mar, after two crashes linked to unrelated parts of the plane.

TC celebrates top performers



THE Travel Counsellors team donned their finest black tie attire on Sat for the group's Gala Awards night as part of the annual conference.

Held at the Pullman Adelaide, the night saw top performing Travel Counsellors recognised across a variety of areas.

A big winner on the night, Matt Schmitz took home the awards for Top Travel Counsellor score, with 154 out of 156 customer survey results coming back with a score of 10/10.

Schmitz was also named Best Leisure Travel Counsellor, achieving consecutive growth in his seven years with the group and a 23% business and profit rise in 2018.

The award for Best Corporate

Travel Counsellor went to Meagan Patterson, while Christine Jenkins achieved the Best Margin.

Donna Jones was awarded for Best Digital, Tasmin Catto for Best Business Increase and Jake Cassar as Best Newcomer.

Andrew Denishensky was recognised as the Most Helpful Travel Counsellor and Mim Davies snagged the gong for Top TC Referrer.

Inside Japan was named the Supplier of the Year, as voted by Travel Counsellors.

Travel Counsellors 2019 award winners are pictured, flanked by Kaylene Shuttlewood, Regional Managing Director and Steve Byrne, CEO.

Not pictured: Christine Jenkins and Mim Davies.



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Travel Daily

Monday 17th June 2019

TTF calls on Gov

THE Tourism & Transport Forum (TTF) is calling on the NSW Government to further invest in the sectors of tourism, transport and aviation, ahead of the delivery of the state budget.

TTF Chief Executive Officer Margy Osmond has claimed \$193 million per year over four years is needed from the State, "to enable increased destination marketing activities, both internationally and nationally".

The TTF has pointed out three key areas for State investment: increased support for business events and conferences, regional visitor infrastructure and nature-based tourism funding, and continued support for the aviation sector.

The group highlighted that tourism employs 171,000 people across New South Wales, contributes \$17.3 billion to the economy and generates \$40.5 billion of consumption spending across the state.

Expedia Cuba fine

EXPEDIA Group has agreed to pay a \$325,000 fine for breaching Cuban travel sanctions between 2011 and 2014.

The US Department of the Treasury (USDT) on Fri released a memo that Expedia aided 2,221 people with travel-related services from the US to Cuba, and within the country.

Expedia self-reported the violations upon learning of them, with the USDT saying the company was cooperating fully with investigative and remedial measures being put in place.

Featherdale fams

FEATHERDALE Wildlife Park is hosting a special family open day on 29 Jun for trade partners.

Registration on the day is open between 10-11am, with attendees receiving complimentary Featherdale passports for entry and a koala photo coupon.

CLICK HERE to register.

Sun sets on HLO famil



A GROUP of 28 Helloworld travel agents have just returned from Japan and Singapore on a Singapore Airlines and Intrepid Group famil.

Agents acquainted themselves with SQ's connections between the countries, and experienced some of the small group itineraries on offer from Intrepid Group's Intrepid Travel, Peregrine and Urban Adventures brands.

Agents explored Tokyo, Kamakura, Osaka, Hiroshima, Kyoto and Takayama, immersing themselves in Japanese life with local leaders.

Highlights of the trip included a local cooking class in Singapore and a home stay at a Ryokan in Japan, as well as experiencing Urban Adventures' "Tokyo After

5" and "Kyoto Lanterns and Lanes" tours.

Pictured at the Arashiyama Bamboo Grove in Kyoto, Japan in the back row are: Penny Chen, Tomato Travel; Kristina Wearing, Phil Hoffmann Travel Hyde Park; Simone Frost, Saizen Tours; Leanne O'Connor, Helloworld Travel Horsham; Jacob Hower, Pan Australian Travel; Esther Pickering, Helloworld Travel Helensvale Westfield; Tara Hogg, Helloworld Travel Port Augusta; Jason Denisenko, MTA -Mobile Travel Agents and Penny Callaghan, Intrepid Group host.

In the front row: Rebecca Lingam, East Burwood Travel and Cruise; Erika Harada, Intrepid Tour leader and Stacey Harding, MTA - Mobile Travel Agents.

Register for the Qantas Channel

Responsible for a travel agency? Register* for the Qantas Channel by 30 June 2019 to be eligible to access a wide range of content for your customers.

Register now



*In order to enable your agency to access the Qantas Channel from 1 August 2019, you should register for the Qantas Channel via Qantas Agency Connect and enter into an agreement with your GDS or Approved Technology Partner to access the Qantas Channel prior to 30 June 2019. Acceptance of each agency into the Qantas Channel following registration is subject to Qantas' approval.



Eurail Make a Wish

EURAIL will donate \$24.50 to the Make-A-Wish Foundation and Doctors Without Boarders for every Global Pass sold through to 16 Jul, with passengers also getting a 5% discount.

Agents can access the savings by booking passes up to 11 months in advance of travel, through their preferred Eurail distributor.

The partnership between Eurail and Make-A-Wish will this year help make the wishes of 25 critically ill children come true.

Make-A-Wish America Chief Executive Officer Richard K Davis welcomed Eurail's support, noting that 40% of wishes outside the US involved travel.



AFL RIS WINNER

Congratulations

ANGELA LEE-TET

from APT

Angela is the top point scorer for Round 13 of Travel Daily's AFL footy ipping competition. She's won \$100 travel credit courtesy of Expedia.



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



NSW permit LTPS/19/31793 / ACT permit TP 19/0266

Jayride NRMA deal

JAYRIDE will provide NRMA's 2.6 million members with access to savings on airport transfers through a partnership between the companies.

The tie-up will provide NRMA's customers with access to fixed-price airport transfers at more than 1,500 airports in 69 countries.

Jayride Managing Director Rod Bishop said in a statement to the Australian Securities Exchange that the partnership was a step forward for the company.

The partnership will be for an initial six-month period with further collaboration between the businesses to be explored after this period.

Busabout Europe

BUSABOUT has released its 2020 Europe preview trips at 2019 prices.

Travellers will be able to secure a 10% discount on Hop-On Hop-Off Passes, giving complete flexibility across 38 European destinations.

The travel operator is also offering discounts on cultural festival experiences, with itineraries including Octoberfest, Lollapalooza and Sziget Festival.

Busabout is offering up to 10% off Small Group Adventures and selected Adventure trips in 2020.

The offers are restricted to bookings made before 31 Aug.

Airbnb country pub

AIRBNB is looking to help revitalise regional hotels through The Country Pub Project, offering up to \$50,000 to five hotels across Australia.

The project aims to support publicans by boosting interest in travel to small towns which have been impacted by decline tourism, drought and economic disruption in recent years.

From 16 Jun to 12 Jul Aussies can nominate their favourite pub for an Airbnb restoration.

Simla gets Hands On in DC



AUSSIE travel entrepreneur Simla Sooboodoo took to a global stage in Washington DC last weekend, appearing as one of the presenters at the US capital's third annual Women Empower X conference.

Sooboodoo, who founded Hands On Journeys five years ago, spoke about her vision for "empowerment tourism" as a way to combine purpose and profit, by transporting travellers to the heart of each destination.

She was part of a panel discussion alongside Victoria's Secret model Jasmine Jones, and Jordana Guimaraes, the founder of Fashinnovation, with

the session titled "Profit With A Purpose: How to be a Successful Social Entrepreneur".

Women Empower X is described as "the premier event for women entrepreneurs, leaders and executives," focusing on the values of collaboration over competition.

The appearance continues a banner year for Sooboodoo, whose Hands On Journeys also took out one of the prized *Travel Daily* Sustainability Awards at the *TD* Sustainability Summit in Apr.

Hands On Journeys itineraries currently include trips in India, South East Asia and the Pacific - see handsonjourneys.com.

BROCHURES

THIS week's Brochures of the Week is brought to you by Cruiseco. 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.



Cruiseco - Collections: Christmas and Holiday Season Cruising

Cruiseco has launched its new "Collections" brochure, inspired by Christmas and Holiday season trips, featuring 23 unique programs designed for all different types of holiday cruisers. Highlights of the brochure include Seabourn's Orchid Isles & the Coral Coast sailing, Royal Caribbean's New Zealand voyage, Holland America Line's East Asia & Panama Canal Sunfarer trips and Oceania's Serenity to Safari.



Adventure World Travel - Winter 2020
The new 2020 Winter brochure from Adventure
World Travel features four new trips in Greenland,
Norway, Italy and Slovakia. Highlights of these
programs include experiencing Martedi Grasso
during Venice Carnival on the nine-day Winter in
Italy itinerary, a luxury rail journey from Norway to
Russia with vantage points of the Aurora Borealis
on the 12-day Arctic Explorer with Golden Eagle
Luxury Trains, and a wilderness lodge stay in
Canada's remote Northwest and Yukon Territories.

Travel Counsellors unite in Adelaide

THE Travel Counsellors' experience was the key focus of the group's annual conference over the weekend in Adelaide, with TC agents from around Australia coming together for two days at the Pullman Adelaide.

This year's event welcomed 40 more attendees than last year, with a total of 220 delegates made up of Travel Counsellors and their partners, business leaders, the support team, supplier partners and the media.

Regional MD Kaylene Shuttlewood told **TD** this year's event was about focusing on what the customer says about their experience booking with Travel Counsellors, with conference sessions punctuated with testimonial videos from some of the group's top performers and their clients.

The weekend also saw Travel Counsellors updated on various areas of the business, from operations to marketing and the group's in-house booking platform, Phenix.

Global CEO Steve Byrne delivered a passionate address reminding agents their key purpose was to care for their customer and deliver an itinerary that best suits their customers' needs.

"This is not a network of agents who work from home," he said.

"This is a community empowered by a platform that enables travel entrepreneurs to scale their business in a way that meets their needs and their family, recognising that those needs may change over time."

"Our job is to connect you together so you can help each other, he said.



Monday 17th June 2019



their surroundings at the welcome event at the National Wine Centre of Australia.



TRAVEL Counsellors CEO Steve Byrne (right) and Training and Business Development Executive Ben Quinn (back row) catch up with agents over a tipple at the National Wine Centre.



KAYLENE Shuttlewood, Regional Managing Director with Steve Byrne, CEO.



Connection Owner and Director of Sales Sarah Whitty and Banyan Tree Hotels and Resorts Director of Sales and Marketing Victoria Hobbs at the Welcome Event.

SOME of the Melbourne Head Office team strike a pose at the Gala Awards night.





LANI Symons Vaughan (centre) begins her preparation for her upcoming Quark Expeditions journey with the cruise line's Sarah Arane and Jarrod Zurvas.





AirAsia seat sale

AIRASIA is offering five million promotional seats at cut prices as part of its Big Sale this week.

Discounted fares will be available until 2am on 20 Jun. for flights departing between 01 Nov 2019 and 08 Sep 2020.



WestJet experience

WESTJET Airlines will be giving passengers on its global network a uniquely Canadian experience as part of its *Dreamliner* launches.

During boarding guests will hear a soundtrack featuring iconic Canadian artists, including Sean Jones, Sarah McLachlan and The Guess Who.

Business class pax will also receive refreshed amenity kits.

Minor in Myanmar

MINOR Hotels will boost the accommodation market in Yangon, Mayanmar, when it debuts its Avani and Oaks brands in the country in 2024.

The hotel owner announced plans for the 250-room Avani Yangon Hotel, and 221-room Oaks Yangon, which will be located on a mixed-use site in the heart of

Construction of the hotels is expected to commence in 2021, with the two properties expected to open in 2024.

Thai crackdown

ILLEGALLY operated hotels and accommodation in Thailand will have 85 days to come clean and ensure they meet proper standards or they will be closed, under a Government crackdown.

Prime Minister Prayuth Chanocha has issued a decree using his powers under Article 44 of the Thai Interim Constitution, to ensure the safety of guest, noting many illegally run hotels failed to meet basic safety standards laid out in the Hotels Act, and flaunted loopholes.



This month Travel Daily and Singapore Airlines are teaming up to test agents' knowledge on Singapore Airlines for a chance to win two return Economy Class tickets to Singapore.

Simply enter by answering the weekly questions during the month and have the most creative response to the last question to win. Send your answers to singaporeairlines@traveldaily.com.au

3. Who was the 2018 and 2019 TripAdvisor World's Best Airline?



Travel must change

TRAVELLERS believe they need to make sustainable travel choices to save the planet for future generations, a report from Booking.com shows.

The results of the annual survey revealed 80% of Australian travellers were not aware of the existence of eco-labels for accommodation options, with more than half reporting they would "feel better about staying in an accommodation if they knew it had an eco-label".

The report identified a number of barriers to making sustainable travel choices, with less than half of Aussie respondents saying they do not understand what they could do to travel more sustainably, and 41% cited cost as an obstacle to sustainable travel.

Four Seasons in SF

FOUR Seasons Hotels and Resorts will take over the management of the former Loews Regency San Francisco next year.

The 155-room hotel will be rebranded as the Four Seasons Hotel San Francisco at Embarcadero following renovations.

The hotel is housed in the top 11 floors of the California Center building, offering views of the city's landmarks, including the Golden Gate Bridge, Alcatraz, the Coit Tower and the Transamerica Building.

Four Seasons' appointment to manage the property follows real estate investment management company, Westbrook Partners' purchase of the Loews Hotels & Co in May.

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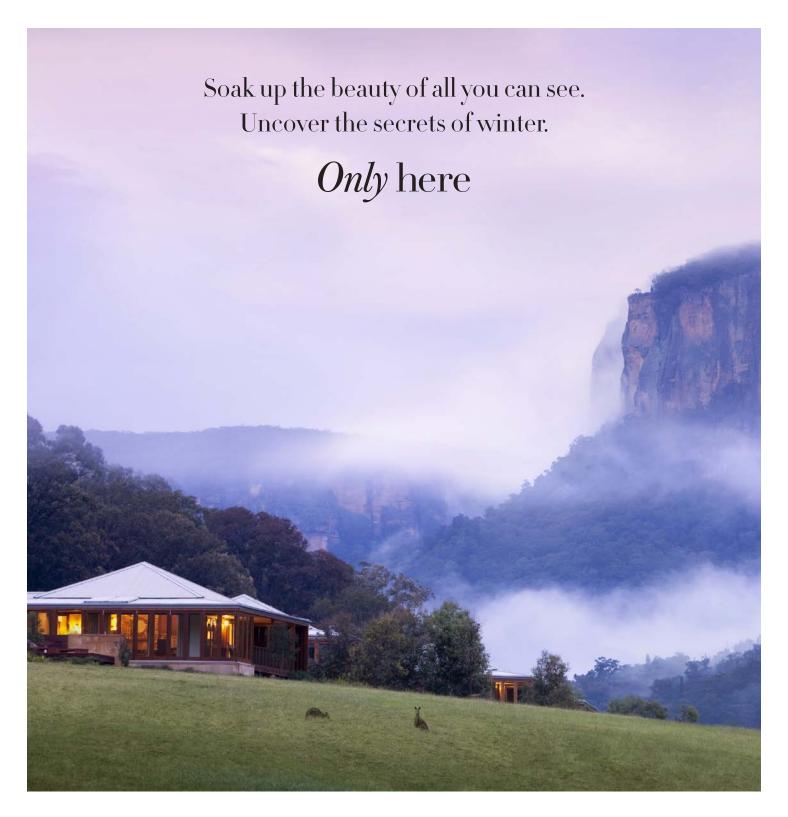
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A fantastic opportunity has become available with this boutique corporate travel business for an experienced leisure travel consultant that wants to move into a corporate environment & take a step back from face to face sales. As a corporate leisure consultant you will quote & sell holidays to a portfolio of leisure clientele. These holidays can be anything from a family cruise to a round the world trip. This role is fast paced & you must have excellent destination + product knowledge.

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

Leisure Corporate Travel Consultant

Brisbane, \$55k + Bonuses + Super, Ref: 2345MT1

Are you an experienced consultant or leader who would love to work in a corporate environment with corporate customers delivering leisure solutions? We're looking for dedicated and high-achieving consultants to deliver outstanding customer service to our key accounts and building the brand with our internal and external clients. In this role you will have minimum 3 years' experience. Potential to make a name for yourself \$\$\$\$\$!! If this role sounds like it's for you!! APPLY NOW!!

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

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Melbourne, Up to \$60k + Super, Ref: 1504CGA1

This marketing role includes, but it not limited to, SEO, email and social media campaigns and measuring performance with Google Analytics. This is an integral part of the company's future development and also success in the Australian market. If you are working in digital marketing this is a fantastic career move! Experience in digital marketing in the travel industry is preferred. Get heaps of travel perks and discounts across the globe. COMPETITIVE SALARY UP TO \$60k + BONUSES!!

For more information please call Courtney on (03) 9988 0616 or click APPLY now.

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Melbourne, Great Benefits/Perks, Ref: 4094SZ1

Join a leading globally recognised luxury tour operator / wholesaler in this specialty position! We are looking for an experienced Travel / Res Consultant that is looking to work in a company with fantastic values & culture. You will be quoting and booking bespoke FIT travel packages to specialised destinations. You will handle calls, emails, chats with travel agents & direct consumers and will provide exceptional service. Full product training provided, BYO a good attitude!

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Sydney CBD, Competitive Salary, Ref: 7777AJ1

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Brisbane, \$90k + bonuses, Ref: 4098MT0

I'm looking for someone who has that X factor about themselves. They're able to sell anything to anyone and build strong lasting relationships with everyone they come across. There is no challenge you can't face and overcome. You'll be growing the business and brand awareness by building strong client relationships. You must have 5+ years in Sales or Business Development Roles, established solid network within the travel industry. You'll be rewarded with \$90 + super with an OTE of \$130k.

For more information please call Mark on (03) 9988 0616 or click APPLY now.

Part Time Travel Consultant

Melbourne East, Flexible hrs & perks, Ref: 3457SZ3

Join a team with fantastic energy & vibrant, mature minded working environment where everyone gets along & has the same goal in mind! We are looking for a PT consultant for either 2 or 3 days per week (flexible with days) to join an experienced team. Min 2.5 years' experience as a travel consultant is required. Greatly hourly rate, KPI related monetary bonuses & additional non-monetary incentives. We welcome anyone with a client base of any size however, this is not mandatory.

For more information please call Serena on (03) 9988 0616 or click APPLY now.

Travel Sales Consultant

Perth, Competitive Salary, Ref: 4071SJ2

A new position has opened in Perth for an experienced travel consultant looking to focus on high end bookings. This busy working environment with a friendly team are offering a highly competitive salary package and uncapped earnings. A loyal clientele following providing repeat bookings and supportive management makes this a sought after position. I am looking for current travel industry experience and a positive attitude. We are commencing interviews immediately so don't miss out!

For more information please call Antony on (08) 6365 4313 or click APPLY now.



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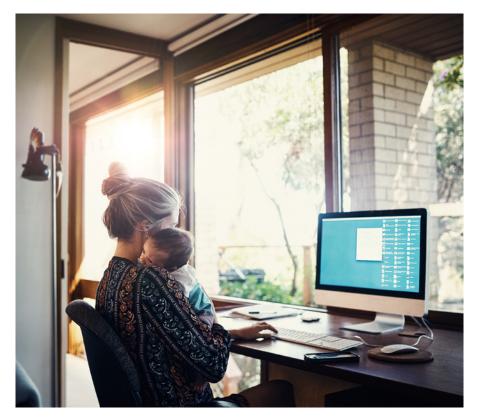








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