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Party after NTIA

SINGAPORE Airlines is once again the major sponsor of the National Travel Industry Awards (NTIA) After Party, which this year will take place from 10pm at The Watershed Darling Harbour on 20 Jul 2019 after the nearby NTIA gala dinner.

A complimentary first drink will be available for all guests with an NTIA wristband and photo ID - for details see the **cover page**.

Silversea up front

SILVERSEA Cruises is offering included Business class flights and private transfers on a range of Asian voyages, with the bonus valid for bookings by 31 Jul.

Itineraries ranging from 14 to 18 days are available on *Silver Muse* and the newly upgraded *Silver Spirit* between Nov 2019 and Apr 2020, including cruises between Singapore, Hong Kong and Bangkok as well as Indonesia and the East Coast of Australia.

PHT to expand ADL office

EXCLUSIVE

PHIL Hoffmann Travel has confirmed a \$700,000 expansion of its existing headquarters in the Adelaide suburb of Glenelg, including a new multi-purpose event space where the company will host in-house travel expos.

The growth was unveiled by CEO Peter Williams, who described it as a "major step forward" alongside the debut of the new national Phil Hoffmann Mobile Travel division (**TD** yesterday).

The expanded facilities will include a 200-seat theatre and function area, along with a kitchen and BBQ area plus an extension of the agency office

space and an upgraded corporate reception and waiting area.

"With the new mobile travel division and by investing in our own bricks and mortar, we're entering into an exciting growth phase for our clients and industry partners," Williams said.

The function centre will also host events for clients, guests and industry representatives.

MEANWHILE PHT General Manager Michelle Ashcroft, who has been behind the establishment of the new Mobile Travel team, reiterated an invitation for agents to inquire.

"With Mobile Travel, we're looking to build a high quality team of experienced travel professionals who share our values and focus on customer service, have a genuine love of travel and enjoy dealing with people," she said.

For more information, head to pht.com.au.

737 MAX reluctance

BUSINESS travellers have a "sense of unease" about flying on the grounded Boeing 737 MAX fleet once authorities around the world clear it for take-off again.

The Global Business Travel Association found 80% of corporate travel managers were concerned about the aircraft, with two out of three saying they would urge employees to change plans to avoid a 737 MAX flight.

GBTA members manage US\$345 billion in travel spend annually.

Jet Airways skint

LENDERS to beleaguered Indian carrier Jet Airways have "decided to seek resolution under the bankruptcy code," with the move likely to see the carrier unable to be resurrected.

Previously solicited bids to help rescue the airline were unsuccessful, with Etihad Airways believed to be the only player to lodge a highly conditional bid.

Today's issue of TD

Travel Daily today has eight pages of news & photos, a front cover page for the **NTIA After Party**, plus a full page from:

- TMS Talent



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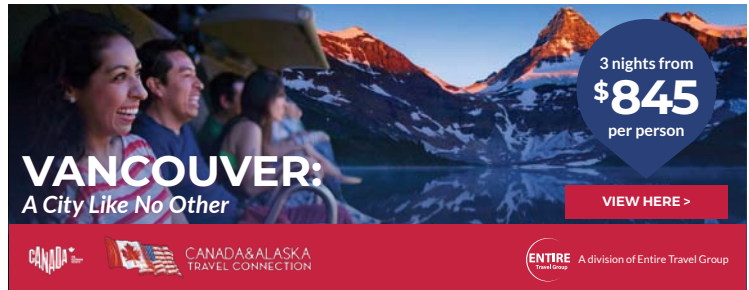
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CANADA CANADA & ALASKA TRAVEL CONNECTION

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QF defends HK deal

QANTAS has expressed its disappointment at the International Air Services Commission's (IASC) draft decision to reject its proposal to allow Cathay Pacific to codeshare on selected services between Australia and Hong Kong.

The Aussie carrier has formally requested that the IASC reconsider its decision, citing its proposition as "pro-competitive" and labelling the decision a failure to recognise the "immediate consumer benefits".

The Commission determined in its draft decision that the variation request was "likely to entrench and expand the market position of Qantas and Cathay Pacific to the detriment of Virgin Australia's competitive position... on the route".

The Commission also found the codeshare would weaken competition in the future and ultimately lead to higher fares.

TC anticipates \$2b TTV

TRAVEL Counsellors is expecting its global Total Transaction Value (TTV) to reach \$2b in the next five years, CEO Steve Byrne told media over the weekend.

The milestone would mark a sizeable increase, with the group achieving a TTV of \$1.1b last year.

"The company has grown by an average of 16% a year for the past 16 years and we expect to carry on growing pretty quickly over the course of the next three to five years," Byrne explained in Adelaide at the group's annual conference.

Over the next 12 months, Byrne said he would be happy with "around 16% top line growth" and was expecting the business to achieve around \$1.2-\$1.3 billion next year.

"We're talking about growing the business by over \$100m in the next 12 months," he said.

Byrne said the group was not

currently looking to move into the New Zealand market, identifying plenty of opportunity in Australia.

He said Travel Counsellors currently had a £40m (AU\$73m) share of the travel market in Australia, noting the whole market represented £38b (\$69.5b) and the "managed travel" market, which required human-to-human contact, accounted for £10b (\$18.3b).

"Our job is to make sure we support the existing TCs in Australia even better and find more of them, before we do anything else," he said.

QFFF changes

QANTAS has flagged major changes to its Frequent Flyer Program later this week, with CEO Alan Joyce and Head of Loyalty, Olivia Wirth, expected to make an announcement at 10.30am this coming Thu morning.

AirAsia flags more Australian flights

NEW Airbus A330neo aircraft operated by AirAsia X are likely to boost the low-cost airline's presence in Australia, according to CEO Nadda Buranasiri.

Speaking to reporters at the Paris Air Show this week, Buranasiri said the debut later this month of the A330neos on the Brisbane-Bangkok route would help AirAsia X "understand the market" better.

AirAsia already operates about 60 weekly Australian flights to its Kuala Lumpur hub, but Buranasiri forecast two or three additional Australian ports would also service Bangkok non-stops.

AirAsia has 66 A330neos on order, with the widebodies configured with 377 Economy seats and 12 "premium flatbeds".

Buranasiri also flagged the possible reintroduction of flights to Europe and the UK, after they were suspended in 2012.

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Matt Schmitz

Gold Travel Counsellor since 2012

What I love about Travel Counsellors is that I wholly and solely just focus on my customers and focus on selling of travel – that's what I am good at. Having people on the other end of the phone, answering questions and being able to do things that I can't do or don't have time to, makes me feel so supported. The level of support Travel Counsellors offers is what makes me money.

Hamish & Andy to launch travel show

RADIO and TV personalities Hamish Blake and Andy Lee have announced a new Channel 9 travel show called *Perfect Holiday*.

The comedic duo said they had just wrapped up three weeks of filming for the program, "surprising each other with a new travel adventure each day".

Channel 9 hasn't yet announced when *Perfect Holiday* will air.

Cebu adjusts SYD

CEBU Pacific will temporarily reduce its Manila-Sydney flights in Aug to four times weekly, down from five, GDS displays show.

The changes will apply to services from 13 Aug-31 Aug and will be operated by Airbus A330-300 aircraft.

Webjet reveals Rezchain

ONLINE travel agency Webjet this morning unveiled details of its "Rezchain" and "Rezpayments" platforms, using Blockchain technology to process settlements between hotel suppliers and travel partners and also provide a secure exchange for credit card information.

The systems are the outcome of a long-running project first announced almost three years ago (*TD* 08 Nov 2016), which aims to solve the well-known problem of mismatched reservations and payments in the hospitality sector.

Webjet CEO John Guscic said currently one in three hotel bookings are amended in some way after the reservation is first made, with about 10% having some sort of manual intervention

that can cause a discrepancy.

Even more concerning, up to one in every 25 bookings results in a situation where a service is provided but never invoiced.

Rezchain allows any two parties to verify that booking data matches, notifying parties if any discrepancies exist that could lead to a dispute.

"When it comes to invoicing there are no nasty surprises, no time-wasting investigations or costly losses," Guscic said.

Webjet has deployed the latest version of Rezchain on all of its WebBeds platforms including Destinations of the World which went live in Apr 2019.

Rezpayments complements Rezchain by allowing a customer's credit card data to be captured, which is exchanged for an anonymised token that can be then used for fraud checking or as a guarantee on a booking.

The cloud-hosted PCI-compliant tokenisation service can easily be implemented into other workflows and is currently being used in the Webjet OTA and Online Republic businesses.

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Window Seat

NEW Zealand has beaten Australia to the punch on a few important things over the years, the right for women to vote, scaling the summit of Mount Everest, but now our neighbours are reminding us of another first - the sunrise.

Tourism New Zealand has launched a new brand marketing campaign called "100% Pure Welcome", spruiking the country's geographical privilege as being one of the first to see the morning sun.

The series kicks off with a film starring eight-year-old Parearau and her elder Hinetu, where they welcome the world to a new day with warm salutations.

"Because we're first to rise and shine each morning means we've got a bit more time up our sleeves. So, we always have time to say 'kia ora'," Hinetu enthuses in the video.

Check out the first video in the series by **CLICKING HERE**.

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Tuesday 18th June 2019

Domestic pax up

DOMESTIC passenger numbers for the month of Apr were up 1.8% when compared with the same period one year ago, with 5.37 million pax carried across domestic commercial aviation last month, according to the latest data from the Bureau of Infrastructure, Transport and Regional Economics.

The month saw 57,000 flights take off, an increase of 2.9% on the previous year.

Melbourne to Sydney remained the country's busiest route, seeing 741,922 passengers fly between the two cities in Apr, followed by Brisbane to Sydney, which saw 397,001 pax travel.

Sydney remained the country's busiest airport for the month with 2.29 million passenger movements, closely followed by Melbourne with 2.19 million.

The Proserpine-Sydney route showed a traffic decrease of 12.2%, with Gold Coast-Sydney also down 6.1%.

Boeing/Airbus deal

BOEING has announced it has struck a deal that will see the aircraft manufacturer supplying parts for planes made by its main rival, Airbus.

Under the agreement, Boeing will furnish British Airways with its Component Services Program, where Boeing and its partners will own, manage, and maintain a global exchange inventory of parts for the airline's A320 and A320neo aircraft.

Azamara sail free

AGENTS who make three bookings on any Azamara Club Cruises 2019 voyage before 30 Jun will score a complimentary double-occupancy stateroom on a 24 Mar 2020 sailing from Darwin to Singapore.

To register for the "Sell Three and Sail Free" incentive, agents simply need to email three deposited booking IDs to Belle Osmic by clicking [HERE](#).

Alpaca-ing it all in in Peru



SIX agents from across Australia and New Zealand were recently treated to an action-packed 10-day trip through the coastal and highland regions of Peru, thanks to Gate 7 and PromPeru.

The intrepid travellers, who won their spot on the famil after participating in PromPeru's e-training incentive last year, spent two nights in Lima visiting Plaza San Martin, a range of Colonial churches and modern day museums, as well as sampling the local food.

Next stop was the city of Arequipa, known for its volcanic stone buildings, before heading out to the Colca Valley where the group had the chance to

feed baby llamas and alpacas at Belmond Las Casitas.

From there, the agents flew to the Incan capital of Cusco to investigate the Salty Ponds of Maras, the Incan agricultural laboratory of Moray, as well as visiting Machu Picchu.

The tour wrapped up with a kayak and paddleboard adventure on the Huaypo Lake.

Pictured feeding baby llamas and alpacas are Karen Doyle, Travel Managers; Susie Taouk, The Ultimate Traveller; Anita van der Mespel, House of Travel (NZ); Meghan Walker, Travel Studio; Alexandra Sparr, PromPeru/Gate 7; Kim Wallace, Helloworld; and Georgia Nulty, Qantas Holidays.

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Tuesday 18th June 2019

Aurora NASA hosts

NASA Astronomer Michelle Thaller and Engineer Andrew Booth will step on board Aurora Expeditions' 22-day solar eclipse voyage, taking place in Dec 2021 on board the *Greg Mortimer*.

The pair will deliver a series of lectures and talks about the solar eclipse, Antarctica and astronomy in general, with guests being treated to the natural phenomenon when it takes place on 04 Dec.

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

50 Deg Nth tours

TWO new escorted small group journeys to Greenland have been added to 50 Degrees North's tour portfolio, and are set to launch in Jun 2020.

The tours will be led by Greenland travel expert Lykke Geisler Yakaboylu, & include the six-day Greenland Ilulissat Small Group Tour, & the five-day South Greenland Small Group Tour.

Both tours offer departures in Jun, Jul, Aug and Sep - for more information, [CLICK HERE](#).



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This role is for 2 days pw generating new leads. This position requires someone articulate and professional with a good phone manner as well as an ability to build rapport and relationships.

You must have sales experience and a travel background is preferred but not necessary.

International Corporate Leisure Consultant

This fulltime role requires a minimum of 5 years' experience as a leisure consultant and is to service the leisure business of our corporate clients. An understanding of high-end luxury hotel and cruise product as well as a sound knowledge of the Virtuoso network is required.

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This fulltime role requires a minimum 5 years' experience as a corporate consultant in the Australian market. We are looking for candidates with strong attention to detail and the ability to work well in a team.

You must have Sabre and/or Tramada.

Please send your resume and expression of interest to contact@spencertravel.com.au

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There is still time left to make the most of Expedition Month! In June, sell any Silversea Expedition departing in 2020 and go into the draw to win an expedition voyage. Plus, receive 5% bonus commission for each new booking made on all Silversea Expedition 2020 bookings. Offer expires 30 June, 2019. TC'S APPLY

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[VIEW SELLING TOOLS](#)

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A new Element for Melbourne



MARRIOTT International has debuted its Element by Westin brand in Australia, following the official opening of the Element Melbourne Richmond (**pictured**).

The 168-room property, located close to the Botanic Corporate Park, Richmond's Swan Street and the Melbourne Cricket Ground, has been designed for both extended and shorter stays.

The hotel offers a number of environmentally friendly options, including energy-saving LED lighting, CO₂ sensors monitoring air quality and water-saving taps and fixtures.

All rooms offer natural light, spa-inspired bathrooms, the brand's signature "Heavenly Bed", and high speed wi-fi, while a select number of rooms feature energy-efficient kitchenettes.

Also featured in the property is a multifunctional dining space which offers guests the brand's daily signature Rise buffet breakfast and a seasonal lunch and dinner menu.



Additional amenities include the 24/7 Motion Fitness Centre, fitted with the latest gym equipment and offering a range of yoga classes, as well as the "Bikes-to-Borrow" program where guests can hire bikes and take advantage of Melbourne's bike paths.

The property also offers four meeting spaces, spanning a total of 256m² and catering for between 12 and 250 guests.

"We're excited to be bringing a new experience to the Australian market, catering to the eco-conscious traveller who is looking to maintain a balanced lifestyle when on the road," said Harry Singh, General Manager, Element Richmond Melbourne.

Inset: A Balcony King room.

Below: The hotel's lounge.



SILVERSEA
EXPEDITIONS

MONEY

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

AU\$1 = US\$0.686

OVERSEAS travellers will not welcome the continued fall of the Australian dollar, down to 68.6 cents versus the USD.

Interest rate cuts, slowing economic growth and devaluation in iron ore have all impacted the AUD negatively.

Last week, the local currency fell a total of 1.5% against the American dollar, which marks the steepest decline for the AUD since May.

Wholesale rates this morning.

US	\$0.686
UK	£0.547
NZ	\$1.055
Euro	€0.611
Japan	¥74.42
Thailand	฿21.48
China	¥4.748
South Africa	10.153
Canada	\$0.919
Crude oil	US\$60.94

Santa Monica hotel

THE 271-room Santa Monica Proper Hotel will commence a rolling opening from 17-27 Jun.

First to open will be the lobby lounge bar Palma, the 24-hour fitness centre and 2,230m² of flexible meeting space, followed by the circular rooftop bar Calabra and the seventh floor rooftop on 27 Jun, featuring the only rooftop pool in the Los Angeles Westside.

MEL May pax up

MELBOURNE Airport has reported 5.4% pax growth for May 2019 compared to the same month last year.

The boost comes off the back of a later Easter break, with domestic travel this month remaining steady.

Events such as the Terracotta Warriors at the National Gallery of Vic have also boosted traffic.

International passenger traffic has also grown 5.8% in the financial year-to-date compared to last year.

Airbus A321XLR

AIRBUS has launched the A321XLR, the longest-range single-aisle airliner in operation.

The A321XLR is set to deliver an unprecedented range for its kind of up to 4,700 nautical miles, which better the company's A321LR model by 15%.

It will also go through 30% less fuel burn per seat.

OOE itineraries

ONE Ocean Expeditions has announced new itineraries for the 2020/21 Antarctic season, with early booking offers on board *RCGS Resolute*.

The new trips feature more time in the destinations and a wider selection of voyages.

The offerings come ahead of One Ocean Expeditions celebrating one year of *RCGS Resolute* sailing under the company's banner.

Rail Eu incentive

AGENTS are advised those who spend \$500 booking with Rail Europe will receive \$20 in credit with Viator towards any sightseeing product, to be used in the same booking.

Quote the code "VIATOR20" when booking online, or speaking with a Rail Europe team member.

Hol Inn Heathrow

HOLIDAY Inn has unveiled a new 433-room accommodation at Heathrow, complete with views of the airport's runways.

Starting at £76 per night (AU\$139.17), a selection of rooms will provide uninterrupted views of the two runways.

The lodging will also feature direct access to Hi! Pizza restaurant, a live sports bar, and triple-glazed windows.

Qld welcomes QF

QUEENSLAND Premier Annastacia Palaszczuk has welcomed Qantas' decision to commence flights to Chicago and San Francisco from next year (*TD* 04 Jun).

Palaszczuk said the flights operating four times a week to Chicago O'Hare and three times a week to San Francisco would pump more than \$150 million into the Queensland economy.

"The launch of flights to San Francisco, and for the first time in the Qantas network Chicago, represents a great opportunity for Qld, one that is forecast to support more than 1,700 jobs over the next three years.

"In the past 12 months, expenditure by US visitors grew by 15% to a record \$415 million and these new services will help that grow by adding capacity and giving a whole new region of the US direct access to Queensland," she added.

Alila Europe debut

ALILA La Gruyere in Switzerland will be the first hotel of Hyatt Hotel Corporation's Alila brand to open in Europe.

With 85 rooms and 27 residences, the resort is expected to debut in 2023.

Overlooking the Lake of Gruyere, the hotel will be located in Pont-la-Ville in the Canton of Fribourg, and will be designed as a luxury destination resort offering a high-end golf course and wellness retreat.

SUPER RUGBY SUPER RUGBY R18 WINNER

Congratulations

MARK MOONEY

from Flight Centre

Mark is the top point scorer for Round 18 of *Travel Daily's* Super Rugby footy tipping competition. He's won \$100 travel credit courtesy of Expedia.



Travel Daily Super Rugby tipping competition is sponsored by Emirates, with the top tipper for the season winning flights from Sydney to Christchurch.



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Tuesday 18th June 2019

Opera House push

THE Sydney Opera House is highlighting its new programs for children with a commercial-led campaign titled "Where inspiration lives".

The short film was created by Connecting Plots, and will air in cinemas across New South Wales, following the signing of a two-year deal with Val Morgan.

The ad follows the inspiration of a young girl after her trip to the venue - watch it [HERE](#).

Hotelbeds China

HOTELBEDS has recently announced a Chinese extranet for the country's hoteliers.

The company originally launched MaxiRoom in 2015, and has now developed a Chinese domain for the website, which helps control and maximise hotel occupancy rates through its distribution channels.

The domain will allow operators to access the website in Chinese, and avoid restrictions.

O'Neill Qld Chair

STAR Entertainment Chairman John O'Neill has been announced as the Chair of Queensland Airports Limited, which oversees Gold Coast, Townsville, Longreach and Mount Isa airports.

O'Neill will replace Nigel Chamier, who has been serving as interim since the departure of Seven Group Director Annabelle Chaplain in Dec.

An experienced Chief Executive, O'Neill has been Chairman of Star Entertainment Group since 2012.

P&O Big Laugh

BACK by popular demand, P&O Cruises' Big Laugh is returning in Jun 2020.

Next year will be the event's third, with this year's Queen's Birthday Weekend sailing on board *Pacific Explorer* featuring acts such as Tom Gleeson and Dave Hughes.

A total of 13 comedians will perform in 32 shows and for over 1,500 minutes.

The next Big Laugh on *Pacific Explorer* departs Sydney on 05 Jun 2020, with fares starting from \$499 per person twin share.

AFTA UPDATE

from Jayson Westbury



NTIA 2019 appears to be taking on a new level of engagement and excitement, with judging underway and the largest field of finalists ever managed.

Travel people, businesses from the corporate and leisure sector, suppliers, wholesale, tour operators and every other kind of business that make up the travel value chain have all presented their best effort to win.

As all categories this year have also been through the written submission process (which we call the two-step process) this year will be our first in which this protocol and industry-led scrutiny will apply; this means two things.

Firstly, those businesses who have put themselves forward by accepting a nomination have invested heavily in preparing.

Secondly, it makes winning so much more difficult, as the winner has to jump two hurdles.

Perhaps the win will mean even more, as it is more complex to win than in the past.

Over the last decade, AFTA has invested heavily in working with all stakeholders across the industry to build a system that is fair, reasonable, reliable, trustworthy and does the job of scoring the winner from two

separate data sources.

If there was to be a best practice in ensuring awards integrity, AFTA has deployed this in spades.

To all of the finalists who have been through the process, well done to you all, and for those yet to present, best of luck.

A note of thanks to the wonderful industry people who have given their time to be judges in this year's NTIA.

We wouldn't be able to do it without them, as they spend considerable time on ensuring they can judge with confidence and without conflict.

We are also managing the enormous ticket requests for people from across the industry wanting to attend the NTIA Gala on 20 Jul in Sydney.

While NTIA is not all about record making, I suspect this year will be our biggest event ever, and part of this comes as a result of bringing in the CATO awards for the first time, which will be presented as part of the gala.

We are well and truly in the midst of NTIA fever, as the industry braces itself for another stellar event, and the results from all of the categories, several of them awarded for the first time.

Thank you to all involved in making NTIA the flagship awards for the travel industry.

THE COUNTDOWN HAS STARTED



#NEXTGENERATION

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ATPI and SANZAR

SOUTH African, New Zealand and Australian Rugby (SANZAR) through its travel company SANZAR Travel has entered into a travel services agreement with travel and events management company ATPI, effective from the start of the 2020 season.

SANZAR CEO Andy Marinos said, "our strategic decision to bring our travel in house and have the assurance of a company like ATPI providing support services has enabled us to move into the travel industry with a degree of confidence".

Beyond Sri Lanka

BEYOND Travel has praised DFAT's decision to downgrade its Sri Lanka travel advice.

The Government has changed the level from "reconsider your need to travel" to "exercise a high degree of caution" (*TD* 13 Jun).

"For a country that was going through such a boom, after years of instability, it is such a shame to see the knock-on effects that the Easter attacks are having on the tourism industry and the local people of Sri Lanka," said Marketing General Manager Bryce Crampton.



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Daydream gets Ricki to shine



QUEENSLAND Assistant State Development Minister Julieanne Gilbert was on hand to officially reopen the \$140 million Daydream Island resort in the Whitsundays last weekend.

Following a soft launch back in Apr, the resort has now returned to its former glory following the devastation caused by Cyclone Debbie in 2017 (*TD* 31 Mar 2017).

"This is a historic milestone for Queensland's tourism industry," Gilbert said.

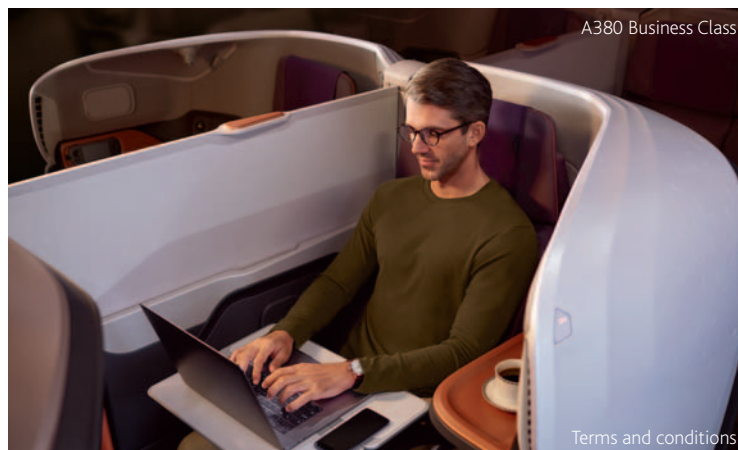
"Occupancy in the first two weeks capped at 75% to put staff through their paces...executives have told me it was a great result with strong bookings from tourists keen to experience the revamped offering," she added.

Queensland Tourism Industry Development Minister Kate Jones said the reopening will further bolster The Great Barrier Reef's allure as a tourist attraction.

"Attracting millions more tourists to our Great Barrier Reef resorts is an important part of our strategy to grow our tourism industry," she said.

"That's why we're investing more than \$55 million to partner with the private sector to restore these resorts to their former glory," Jones added.

Daydream Island resort described the reopening as "a party two years in the making", boasting a surprise performance from Australian musician Ricki-Lee Coulter (**pictured**).



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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?



A&K solo special

ABERCROMBIE & Kent has announced that it is waiving the single supplement for the first two solo travellers booked on a select range of its luxury small group journeys.

Savings of up to \$5,250pp are available under the offer, with bookings to be made by 31 Aug. Call 1300 590 317 for more.

QTIC noms open

THE Queensland Tourism Industry Council (QTIC) has opened up nominations for tourism businesses to apply for the 2019 QTIC Prize for Innovation in Tourism awards.

The Prize for Innovation winner will score \$30,000 in business funding, with submissions due by 5pm, 27 Sep - nominate **HERE**.

Sell Virgin Australia to WIN tickets to anywhere on the Virgin Australia network!



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Travel Daily

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TMS INSIGHTS

Account Manager - Melbourne \$80K to \$90K + super

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