

Travel Daily

First with the news

Monday 4th November 2019

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QF lounge access

QANTAS has commenced selling access to its First and Business class lounges in select locations around the world.

Currently the carrier is selling access across seven airports, including Auckland, Perth, Hong Kong, LA, and Wellington.

GST playing field levelled

OVERSEAS-BASED resellers of Aussie accommodation or cruise products must now pay Goods and Services Tax (GST) on their sales, under a new Australian Taxation Office (ATO) ruling.

The elimination of the former loophole means GST will apply regardless of whether Australian hotel rooms or cruises are booked through domestic or offshore sellers, according to ATO Deputy Commissioner Deborah Jenkins.

"This change removes the competitive advantage that offshore sellers had over domestic accommodation providers," she said.

"It also allows businesses that book accommodation through offshore sellers to obtain a tax invoice and claim GST credits."

The change impacts hotels, motels, hostels, serviced apartments and bed & breakfast accommodation, where sales by a particular reseller exceed \$75,000

over a 12-month period.

Jenkins noted the ruling did not impact offshore agents organising Australian accommodation on behalf of domestic providers, because in those cases customers generally pay the hotel provider directly, and receive a tax invoice including a GST component.

The new arrangements, which also apply to domestic cruise itineraries such as coastal voyages, apply for sales of accommodation after 01 Jul 2019.

Overseas wholesalers buying accommodation from Australian suppliers must register for GST, obtain an ABN, issue tax invoices and submit Business Activity Statements, but only when acting as principals, not agents.

Today's issue of TD

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

- Travel Trade Recruitment

Have a look at Greg

ALL of the action and entertainment of Aurora Expeditions' christening of its highly anticipated *Greg Mortimer* ship in Argentina has been captured in a special video.

To view all of the excitement of the special day, **CLICK HERE**.



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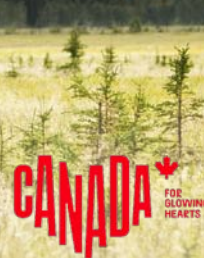
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TRYP to Melbourne

WYNDHAM Hotels & Resorts has revealed plans to launch its urban lifestyle brand, TRYP by Wyndham, in Melbourne.

Set to open in Mar 2021, TRYP by Wyndham Carlton Melbourne will offer 173 rooms & be located a five-minute walk from the restaurants and cafes of Lygon St.

Facilities will include a cafe-style restaurant, rooftop bar, fitness centre, meeting rooms and communal work areas.

SQ lie-flat in Aus

SINGAPORE Airlines (SQ) has revealed its lie-flat Business class product is now available in all six major Australian cities.

The news is the result of new Airbus A350-900 aircraft being deployed on more local routes since 2017.

The Scottish leather lie-flat beds transform from 28-inch seats to 78-inch beds.

Oz can be number one: NCL

THE Australian region is on track to become the top international market for Norwegian Cruise Line, VP & MD NCL Asia Pacific Ben Angell told *Travel Daily* on board *Norwegian Encore* last week.

"We're tussling to be the biggest market outside North America, that's the opportunity for us if we perform as expected over the next few years," Angell said.

The company opened an Australian office just under four years ago and NCL has since seen significant double-digit percentage growth every year for the region, "and there's no sign of that slowing down," Angell said.

"Whatever metric you measure us on, we're a very strong performer in the international market," he added.

Angell emphasised the office was growing very fast and produced the sort of business the company wants - fly-cruise

passengers, from which the office sources 85% of its revenue.

"We're not about getting new-to-cruise, we're very much about offering people who've already taken a cruise a different brand choice, on a product that they can fly further afield to experience," Angell explained.

"In that way we're quite different to those competitors we're most readily associated with," he added.

Angell assured that the company's strategy would, as always, continue to be trade first.

"I think you'll see us invest and double down in trade partnerships more than we've ever done before."

He said the line would work with agents to define what mutual success looks like in commercial terms "and then engineer a roadmap to get there".

More news on **page five**.

Ovolo's Bali push

OVOLO Group has purchased the Citadines Kuta Beach Bali, representing the company's first property acquisition outside of Australia and Hong Kong.

The resort currently features 194 rooms, an all-day dining restaurant, rooftop pool & bar, gym and conference facilities, with Ovolo flagging plans to "reimagine" the property in line with its branding in early 2020.

Ovolo plans to grow its footprint in SE Asia moving forward.

Denpasar/PER launch

LOW-COST Garuda subsidiary, Citilink Indonesia, will launch a new international route from Denpasar to Perth from 08 Nov.

The latest service is the seventh int'l route to form part of Citilink's ongoing expansion strategy.

The airline said it hoped to introduce additional services in more Aussie cities in the future.



The Greg Mortimer is here!

After a year and a half in the making we are excited to announce the *Greg Mortimer* has arrived in Ushuaia, Argentina christened by the Godmother of the ship, Margaret Mortimer! The *Greg Mortimer* is on its way to Antarctica for the inaugural voyage.

Click below to view images and footage of the ship and christening ceremony.

[Find out more](#)

For more information and to book, contact your preferred wholesaler or Aurora Expeditions:
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Discover the must-sees on a Western Canada itinerary in the November issue of *travelBulletin*.

CLICK to read
travelBulletin

Grandiosa welcome

MSC Cruises celebrated two major milestones on Fri, taking delivery of its new flagship *MSC Grandiosa* and cutting the first steel on its newly named World Class ship *MSC Europa*.

Grandiosa will be one of the most environmentally friendly ships sailing the seas, featuring a hybrid exhaust gas-cleaning system to reduce sulphur emissions by 98%, and a selective catalytic system, which helps reduce nitrogen oxide by 90%, and is set to feature on all other MSC ships in the pipeline.

"With each new ship we raise the bar of environmental performance and our ultimate goal is to operate zero emissions operations," said MSC Cruises Executive Chairman Pierfrancesco Vago, who also cut the first steel on *Europa*.

"Our first of five LNG-propelled ships...will further elevate our standards," he enthused.

MEL/South Korea linked

THE Victorian Government has thrown its support behind the upcoming trial of Asiana Airlines' flights linking Seoul and Melbourne (**TD** 29 Aug), by partnering with Visit Victoria, Melbourne Airport, the City of Melbourne and the Consul-General of the Republic of Korea.

The direct flights between MEL and ICN will launch on 26 Dec and wrap up on 21 Feb, flying once a week on an Airbus A330, with a view to establishing an ongoing service if trials are successful.

Victorian Minister for Jobs, Innovation and Trade Martin Pakula formally confirmed the partnership after meeting with business and govt leaders during the annual Korea Festival in Melbourne at Federation Square.

Pakula reinforced the importance of South Korea as a trading partner with Victoria, a channel worth \$3.2 billion, and

one that brings 61,000 visitors to Victoria spending a total of \$145 million in the 12 months to Jun.

"These flights mean better connections to South Korea and Asia generally and that means more tourists," Pakula said.

"We look forward to continuing to work with Asiana on these flights in the hope that the summer season will prove to be a winner," he added.

Asiana Regional Manager Tae-Wan Kim agreed, suggesting the trial flights will "strengthen the ties of business and friendship between the great cities of Seoul and Melbourne".

Korea is one of Victoria's fastest-growing markets, up 25% in the past five years.

Victoria has also recently seen Melbourne linked with other major Asian hubs, such as Vietjet launching services from Tan Son Nhat Int'l to Avalon (**TD** 27 Aug).



Window Seat

AT THE intersection of the raging self-absorption that is social media and an age where people will pay for pretty much anything, is one of the strangest trends you are ever likely to hear about.

People visiting Chiang Mai's Pae Gate in Thailand are now paying locals to scare the native pigeons for them to get their preferred photograph.

According to *Metro*, for around 20 baht (A\$0.96) a "pigeon spooker" will send the birds into a flurry by stomping around and waving flags.

The city is now actively trying to discourage the practice, with pigeon spookers now able to be arrested if caught, or slapped with a 20,000 baht (A\$962) fine.

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Airnorth parent restructures debt

THE parent company of regional Australian airline Airnorth has undergone a major financial restructure that has seen the company emerge from Chapter 11 bankruptcy (**TD** 07 Jun).

The Texas-headquartered Bristow Group has managed to secure US\$535 million of new capital that has improved its liquidity, also appointing a new Board of Directors in line with its reorganisation plan.

Bristow's ongoing financial issues had sparked speculation that it might look to sell Airnorth (**TD** 09 Aug), with Regional Express Holdings, Cobham Aviation Services, and Qantas all touted as potential suitors.

However Airnorth's CEO Daniel Bowden played down the speculation at the time, labelling the airline "an integral part of the NT", boasting a network of key routes including Perth and Cairns.

QF NSW bush sale

QANTAS is running a sale on select airfares from Sydney to regional NSW until 06 Nov.

Discounted prices are available from Sydney to regional destinations such as Dubbo, Albury, Armidale, Moree and Wagga Wagga, for travel between Dec 2019 and mid-2020.

Prices start from \$119 per person, one way.

SAii brand debuts

S HOTELS & Resorts has launched a new lifestyle brand called SAii, an upper-upscale resort concept that the company plans to roll out internationally.

SAii is designed to appeal to "millennially-minded" guests, light-hearted couples, families and people with a "free spirit".

S Hotels & Resorts says the brand will play a major role in its expansion objective of doubling its property portfolio by 2025.

One meeting in Bangkok



MORE than 75 owners and key senior supplier management reps headed to the Mandarin Oriental Hotel in Bangkok last week for the three-day annual CT Partners' business meeting.

"With our annual revenue now at \$1.5 billion and climbing, this is another year for us to celebrate together with our supplier partners," said CT Partners Interim Chairman Barry Mayo.

A highlight from the conference was the "Great Debate" on the value to businesses of supporting sustainable practices, moderated by Ingo Puhl, co-founder of South Pole, the world's largest developer of climate action projects.

CT Partners is working closely with South Pole to offer carbon offsetting to customers.

During the conference, delegates also had the opportunity to visit an orphanage located in the Khlong Toei slum area of Bangkok, led by keynote speaker Peter Baines, founder of Australian charity group Hands Across the Water.

During the visit, the delegates worked together to demolish two dwellings in preparation for rebuilding and sewed soft toys for 100 children.

Pictured: The CT Partners team at the Mandarin Oriental Hotel in Bangkok for the annual meeting.



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NCLH restructure unpacked



THE restructure of the Norwegian Cruise Line Holdings office in Australia (**TD** 17 Oct) was fuelled by two forces, NCL Asia Pacific VP & MD Ben Angell told *Travel Daily* on board *Norwegian Encore* late last week.

The decision was prompted by the rapid growth of the brands in the local market and a decision from head office to have more brand separation, following the announcement NCL President and CEO Andy Stuart would step down at the end of the year.

"You do get to a size where you need to reconsider the structure that you've got and whether that structure is going to take you into the next growth phase," Angell explained.

The new structure saw Angell appointed to lead the NCL team, while previous NCLH SVP & MD Asia Pacific Steve Odell, was tasked with NCLH's other two brands, Regent Seven Seas Cruises and Oceania Cruises.

"I think there is more of an opportunity with the new structure that we've got in

Australia to give the NCL brand a little bit more room to breathe," Angell explained.

"When you're tri-brand, as I was in my old role, the brands can tussle for your time and tussle for your energy and now with the new structure we can really give the NCL brand some more focus and more space to breathe."

NCL executives paid tribute to outgoing President and CEO, Andy Stuart, during a media session on *Norwegian Encore*.

Stuart's replacement, Harry Sommer said Stuart's 32-year career with the company has been incredibly impressive.

"Perhaps Andy's biggest legacy is the incredible team that he's put together," he said.

"When I look at the talent that we have in the executive team, in our marketing, sales, revenue management, finance, all across the board, he's really done a fantastic job."

Pictured are key NCL execs on board *Norwegian Encore*, including Angell, second from left; Stuart and Sommer.

Major Events GC CEO

JAN McCormick has been appointed as the inaugural CEO for the newly established Major Events Gold Coast.

McCormick is also the CEO of Broadbeach Alliance, where she has played a pivotal role in the development of the annual Gold Coast event, Blues on Broadbeach.

Major Events Gold Coast Chairman Darryl Kelly described McCormick as having a strong understanding of the "needs of Gold Coast businesses and residents and what is needed to drive the future growth of the city as an event destination".

Parkroyal bookings

BOOKINGS are now open for Parkroyal Collection Marina Bay ahead of its rebranding of Marina Mandarin in Singapore on 01 Jan, when Pan Pacific Hotels Group will assume management and transform the hotel's look between early 2020 & mid-2021.

Guests can take advantage of a launch offer giving 10% discounts on room rates, as well as other benefits such as complimentary daily buffet for two.

The deal is valid until 31 Jan for stays between 01 Jan - 31 Mar.

To make a booking, **CLICK HERE**.

IndiGo Airbus order

INDIAN budget carrier IndiGo on Tue placed an order for 300 Airbus A320neo-family jets in a historic deal worth at least US\$33 billion, which could be the aerospace corporation's biggest order from a single carrier.

This will take IndiGo's total A320neo family aircraft orders to 730, making it the world's biggest customer for the model.

Insight extends deal

INSIGHT Vacations has extended its offer of \$799 return airfares with Singapore Airlines and Qatar Airways to Europe and Britain for a limited time.

Travellers can choose from more than 80 different Insight Holidays across four different travel styles. For more info, **CLICK HERE**.

Westin in Myanmar

MARRIOTT will bring its Westin brand to Myanmar in late 2021 after signing an agreement with Yoma Land, one of the nation's leading property developers.

Westin Yangon will feature 281 rooms and suites as well as 90 "premium serviced" apartments with views of downtown Yangon and the Shwedagon Pagoda.

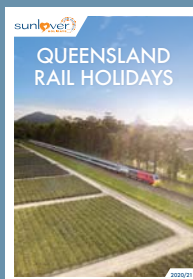
BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. 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.




Viva Holidays - Canada & Alaska 2020-21

Grizzly bears, polar bears and the northern lights are just some of the unique sightseeing experiences on offer as part of Viva Holiday's new collection of Canada and Alaska rail and coach touring and city packages in its recently released brochure for 2020-21. Highlights include ziplining in Whistler, wine tasting in Kamloops and Segway touring in Toronto. Guests will also get to experience new accommodation, including JW Marriott Parq Vancouver and Glacier View Lodge on the Icefields Parkway.




Sunlover Holidays - Old Rail Holidays 2020-21

Sunlover Holidays has released its new-look brochure showcasing the collection of Queensland rail holidays for 2020-21. The packages offer travellers a wide array of experiences in iconic destinations, including the Hamilton Island Getaway, Townsville & Magnetic Island Experience, Capricorn Coast Discovery and Roma Experience, as well as the fully escorted Ultimate Outback Queensland Adventure tour. The packages are designed to combine Queensland rail holidays with accommodation and memorable experiences.



We're Expecting!

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Bookings open 4 November 2019
 Commences 14 November 2019

Monday 4th November 2019

Halloween Around Oz

LAST week travel industry offices from around Australia sent *Travel Daily* their scariest Halloween photos - it's safe to say we were impressed by the range of costumes and the effort that went into embracing the spirit of the spooky season. Happy haunting!



IT MUST be the season of the witch over at Asian Escape Holidays.

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THE ghoulish bunch over at Viking Cruises.



VIKING Cruises take their trick (below) & treating (above) seriously.



HELLOWORLD Mackay's team in their spookiest garb.



THE team at Otway Travel & Cruise showing off their pumpkin-carving (and story-telling) skills.



HELLOWORLD Mt Pleasant representing holiday destinations around the world.



HELLOWORLD Newcastle went all out for the spookiest day of the year.



HELLOWORLD Mt Pleasant looking a little haunted!

Rowing for charity

IGNITE Travel Group is aiming to raise more than \$20,000 for the charity Mercy Ships via a new fundraising campaign.

The initiative will see its staff attempt to row 9,790km - the distance from Australia to Dakar, Senegal, where hospital ship *Africa Mercy* is currently docked.

Additionally, \$10 from every My Cruises booking in Aug & Oct will be donated to Mercy Ships.

LIN airport returns

MILAN Linate Airport reopened last month after three months of closure due to refurbishments (**TD** 23 Jul).

Runway resurfacing, terminal upgrades and a baggage handling system update were just some of the works completed, with further upgrades to be progressively completed through to the end of 2021, while the airport remains operational.

Jetstar A321neo unveiled



JETSTAR has unveiled the interior and customer features for its new fleet of 18 Airbus A321neo LR aircraft (**pictured**).

Arriving Aug, the airline will be the first in Australasia to operate the model, which is set to be the most fuel-efficient in the Jetstar Group fleet, reducing fuel burn by approximately 15%.

Key cabin features include extra large overhead bins, digital streaming, smart phone and tablet cradles, in-seat USB power and coloured LED lighting which uses smart tech to adjust to various stages of the flight.

Phuket resort reno

HOLIDAY Inn Resort Phuket has re-opened following a US\$4.6 million renovation.

Taking place over seven months, the refurbishment focused on the resort's Busakorn wing, touching up all 104 studio rooms and the adults-only villa.

The accommodation has also added 17 new pool-side rooms, having previously only featured one at the property.

"Offering a fabulous resort within a resort experience, we are thrilled to unveil the newly renovated Busakorn wing where tropical sophistication meets traditional Thai luxury," said the hotel's GM Bart Callens.



Celebrate KLM's 100th anniversary

KLM is celebrating its 100th year anniversary and this month has teamed up with Travel Daily to offer readers the chance to win two return economy tickets to Amsterdam.

Founded in 1919, KLM Royal Dutch Airlines is the first airline in the world still operating under its original name. The first KLM flight to Australia was in 1934 during the MacRobertson Air Race (from London to Melbourne) which took place 85 years ago. This year, KLM has launched the 'Fly Responsibly' campaign to mark its centennial anniversary. It is KLM's commitment to taking a leading role in creating a more sustainable future for aviation.

To win, readers need to answer each weekly question correctly and send in a creative photo or video wishing KLM a happy 100th birthday. Send your answers and entry to klm@traveldaily.com.au



Q1. When was KLM founded?

- a) 7 Oct 1900
- b) 7 Oct 1919
- c) 7 Oct 1990

A-LEAGUE WINNERS R4

Congratulations

DARREN REID

ERIN GROSSE

GARETH COAKLEY

Darren, Erin and Gareth are the top tipsters for R4 of *Travel Daily's* A-League footy tipping competition.

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



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CRUISE WEEKLY

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Corporate Travel Account Manager

South Sydney, to \$90k + Super, Ref: 2757PE9

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

Corporate Travel Consultant

Perth, Circa \$50-65k + Super, Ref: 4138SJ1

We are on the lookout for a great Corporate Travel Consultant to join an exciting travel management company in their luxurious offices in Perth. Dealing with SME corporate accounts both domestic and international bookings I require a candidate with experience across both. Using your travel industry experience & excellent customer service skills this is the chance to progress in your travel career. Work in a small team, have a hands on approach to your work & enjoy a fantastic salary package.

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

Air Product Manager

Sydney, Competitive Salary Pkg, Ref: 7797AJ1

Do you have a passion for airfares and confidence in manually forecasting and pricing airfares? You will be charged with looking after everything airfare related and thinking of innovative ways to maximise the air income potential throughout a range of duties including pricing, air margins, supplier relationships and ticketing. Working for a new division of the business, it is a great time to join the company and the competitive salary on offer is negotiable depending on experience!

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

Operations and Client Services Manager

BNE, Competitive Salary Package, Ref: 4828MT1

Lead, develop and motivate your team of experienced travel consultants to ensure our clients receive the best possible experience every time. Working closely with our Chief Customer Experience Officer, you'll drive and implement organisational strategies that improves client experience and service delivery, plus oversee and manage all aspects of the travel operations/reservations area, including client and sales enquiries, end to end travel requirements and ensuring all sales targets are achieved!!

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

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

Retail Travel Consultant | Blue Mountains!

Sydney, High Base + Flexibility, Ref: 1235AJ1

An exciting opportunity to join an award winning Retail Travel Agency in Sydney has just presented itself. This well-established and friendly agency is now on the lookout for an experienced Travel Consultant to join the ranks in order to deliver high levels of customer service to their large and loyal client base. Salary is negotiable depending on experience and the range on offer is up to one of the highest in NSW and it is a great location for anyone living out West wanting a short commute!

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

Corporate Consultant - After Hours

MEL, Attractive Package, Ref: 0001AB1

Due to continued business growth, my clients are looking for a multi-skilled Corporate consultant to join the office based After Hours team. You'll be working under urgent circumstances so your ability to work under pressure will put into practice. If you love Corporate travel & have extensive experience but need flexibility, now's the time to join this award winning team. Want to be part of an evolving TMC and work hours that suit your lifestyle? Contact me ASAP & APPLY NOW!

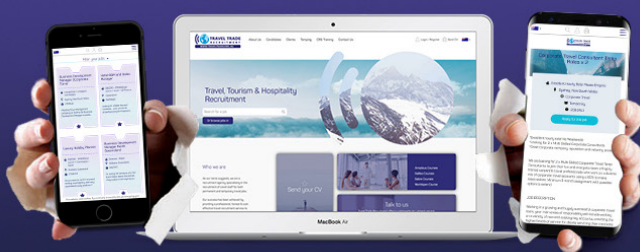
For more information please call Anisha on
(03) 9988 0616 or click **APPLY** now.

After Hours Travel Consultant

BNE: FTE \$65k + Travel Perks, Ref: 8710AW4

My client is looking for Retail or Corporate travel consultants with proficiency in a GDS (Sabre preferred). You will need to be able to demonstrate an ability to interpret and calculate air fares, deliver exceptional customer service and have excellent written and verbal communication skills. This role is an after hours assist position and the ideal candidate will have the flexibility to work a rotating roster based on a 24/7 business model. If this is the role for you? APPLY NOW!

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