

## Wolgan challenge

**EMIRATES** One&Only Wolgan Valley Resort is highlighting the "Wolgan Warrior Adventure Challenge," which is available exclusively to just 10 guests per month.

The 21km trail run links three local mountain peaks - more details on **page eight**.

## EXP downturn

**EXPERIENCE** Co Limited is forecasting a decline in its FY20 earnings, with ongoing poor trading conditions in its skydiving and adventure experience divisions, according to an ASX update issued yesterday.

The company said the situation "underlines the urgent necessity for the strategic review of all assets and operations of the company," currently being undertaken by newly appointed CEO, John O'Sullivan, who this week announced a "management renewal" (**TD** 05 Nov).

## Scurrah shifts VA focus

**VIRGIN** Australia CEO Paul Scurrah yesterday highlighted his "laser-focused" determination to move the airline towards profitability and return on investment, rather than chasing market share and revenue growth.

Speaking at the Virgin AGM, Scurrah noted that despite the current soft market there are strong fundamentals for the Australian domestic aviation sector, due to long distances between major cities.

"We already have a strong position in a good, two-player industry that is growing," he said.

Scurrah highlighted areas of immediate focus to lift profit,

including "responsible capacity management" as he announced the suspension of the airline's Melbourne to Hong Kong route.

He also noted there were many instances where Virgin was competing with its Tigerair low-cost offshoot on the same routes at the same time.

Domestic changes will see Tigerair concentrate on key holiday destinations, while Virgin Australia will target routes with "a business and leisure orientation".

This will allow five older aircraft to be removed from the fleet, including two Tigerair A320s and three Fokker F100s from the airline's regional business.

"Flying to the right destinations, with the right customer demand and the right sized fleet will improve our performance."

Removing MEL-HKG will also free up aircraft for the new Brisbane-Tokyo route (**TD** 30 Oct).

## CTM profit forecast

**CORPORATE** Travel Management (CTM) CEO Jamie Pherous has reiterated previous guidance of underlying earnings between \$165m and \$175m - an increase of up to 16.5%.

He said he was pleased to reaffirm the forecast in light of the "challenging" macro environment, citing patchy client activity in Australia/NZ, offset by boosts from new client wins.

In Europe, CTM was seeing some recovery, particularly last month "demonstrating that corporate activity can rebound quickly".

In Asia the issues in Hong Kong are continuing to impact the business, while in the USA CTM "continues to invest to support long term sustainable growth".

Speaking at the company's AGM, Pherous highlighted "live unique NDC content being booked through CTM," which was the first TMC to integrate with the Qantas Distribution Platform.

## Today's issue of TD

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

- One&Only Wolgan Valley
- AA Appointments jobs

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## Viking opens ocean

**VIKING** Cruises has opened bookings for a selection of its ocean ships sailing between Sep 2021 and May 2022.

Itineraries include a 23-day North Pacific Passage cruise from \$11,695ppts - call 138 747.



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## Qantas flags restructure

**QANTAS** is poised to announce a significant restructure of its head office operations, a spokesperson for the airline has confirmed.

Despite acknowledging there would likely be a round of redundancies, Qantas has played down the scale of the downsizing, refuting reports that have suggested more than 1,400 staff could be facing the axe.

"We recently confirmed that our group executive committee would reduce by one and there would be consolidation of some corporate roles where it made sense to do so, but the figures being quoted are wrong," the spokesperson said.

"We are still growing in cabin crew, in pilots, in airport staff... in a business the size of Qantas, there is often change occurring."

Media reports have also suggested Qantas informed its staff last week that there would be a change in the head office structure following the departure

## Xpedition aground

**CELEBRITY** Cruises' *Celebrity Xpedition* vessel ran aground in the waters of the Galapagos islands earlier this week, reportedly becoming stranded on a sandbar.

The ship's 46 guests were unharmed in the incident, with most pax transferred to *Celebrity Flora* - more info in today's **CW**.

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of Group Executive, People, Culture and Corporate Affairs Lesley Grant at the end of year.

It's expected Grant will not be directly replaced, with staff working under her to be redeployed to other offices in a bid to streamline operations.

The latest news arrives after CEO Alan Joyce flagged the airline would focus on making savings following a period of lower demand for travel (**TD** 24 Oct).

In further staff changes, Qantas has promoted Jo Boundy to the role of Executive Manager of Group Brand and Marketing.

She replaces Stephanie Tully who has been elevated to Chief Customer Officer.

Boundy's new role reports directly in to Tully, who in turn reports to CEO Alan Joyce.

## Wu Asia incentive

**WENDY** Wu Tours has brought back its "Sell Your Way to Asia" agent incentive, offering free land trips in select Asia destinations for high selling consultants.

Running until 30 Jun 2021, agents will earn a land-only tour to Vietnam, China or India when they make eight Wendy Wu bookings, while selling 16 trips will score a place on a week-long land-tour in Japan.

Only bookings of over \$2,500pp will be eligible, and prizes exclude international flights and taxes.

Call 1300 727 998 for more info.

## VA Indonesia app

**THE** International Air Services Commission (IASC) has received an application from Virgin Australia 880 seats of capacity between Australia and Indonesia, to allow it to introduce five more services per week on the route.

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## Intrepid family trips

**INTREPID** Travel is launching a series of fresh family-friendly adventures for 2020.

The group is offering new itineraries that aim to see families ditch resorts for the road less travelled in Central Europe, Egypt, Morocco, Costa Rica and Peru.

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## FCTG confirms slow growth

**GROWTH** in Australian outbound travel has ground to a screaming halt in the last few months, according to analysis unveiled this morning by Flight Centre MD Graham Turner.

Speaking at the company's AGM, Turner said after 10 years of 7% compound annual growth for short-term resident departures through to Jun 2018, the overall industry slowed to 3.5% in FY19 and grew less than 1% in Jul and Aug this year.

He cited recent results across the broader retail sector which also highlighted the "challenging trading cycle".

Turner said although TTV growth had been "fairly strong," underlying pre-tax profit would be between \$90 million and \$110 million - significantly lower than last year's \$139 million first half result (**TD** breaking news).

He said the company would be "disappointed" if its annual

profit for FY20 did not exceed last year's result, but that reflected expectations world events such as Brexit "may be resolved".

"We may also start to see more tangible benefits flowing from economic stimulus packages in Australia during peak leisure booking seasons, which occur during the second half.

"We did see some positive signs in the recent Travel Expo season in Australia," Turner added.

Flight Centre's North America operations have been impacted by safety concerns in the Dominican Republic, which is the firm's biggest market for US leisure clients.

Hong Kong unrest is impacting FC's Greater China business, while strategies are in place to improve languishing performance in "The Travel Group" portfolio which includes Discova, Cross Hotels, Back-Roads Touring, Topdeck and The Travel Junction (**TD** 04 Sep).

## Airbnb listing audit

**AIRBNB** is set to conduct an extensive review of more than seven million properties listed with the company to verify that they meet basic quality standards.

The audit follows reports of scams and shady hosts.

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Road trip through northern Italy in the November issue of *travelBulletin*.

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*travelBulletin*

## *travelBulletin* Nov out now

THE latest exciting issue of *travelBulletin* has started to arrive in the letter boxes of subscribers, featuring all of the latest news happening in the world of travel.

The Nov edition poses the question of whether or not wholesalers have a future in light of a spate of collapses, with Steve Jones examining if the rise of the internet could mean there is less of a need for the middlemen in travel.

The edition also explores where the major travel hot spots are at the moment, while also looking at trends in the Mediterranean, the Polar regions and Canada.

The world of cruising is also examined in greater detail, including an exciting look at *Scenic Eclipse*, which recently undertook its first voyage.



Also packed into the edition is our usual monthly coverage of all the hottest issues, trends and the latest news.

**CLICK HERE** to read the online edition of *travelBulletin*.

## NCLH Alaska push

**NORWEGIAN** Cruise Line Holdings (NCLH) has entered into a 30-year preferential berthing agreement with Ward Cove Dock Group to construct a new double ship pier in Ward Cove, Alaska.

The pier will be built to accommodate two of Norwegian Cruise Line's 4,000 passenger Breakaway Plus class ships, and is scheduled for completion by the 2020 Alaskan summer season.

**MEANWHILE**, the cruise line has also won a competitive bid for the last waterfront parcel in greater Juneau, Alaska.

NCLH said it was now engaging with local stakeholders to develop a plan which will benefit its own interests, as well as the city's.

The latest announcements follow previous expansion pushes in Alaska, including a partnership late last year with Huna Totem Corporation to develop a second cruise pier in Icy Strait Point in Huna (*CW* 10 Dec 2018).



## Window Seat

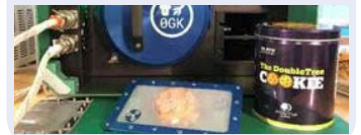
**WHO** wants to try some cookies that taste out of this world?

DoubleTree by Hilton recently revealed its very tasty chocolate chip cookies are now being supplied to astronauts who visit the International Space Station.

The brand's cookie dough will be baked inside a prototype oven by astronauts as part of an historic scientific experiment.

All of this was made possible by a partnership between DoubleTree by Hilton and Zero G Kitchen, a company that creates appliances for microgravity environments.

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# Travel Daily

Thursday 7th November 2019

## Cabo wants \$18

**TRAVELLERS** arriving at Mexico's Los Cabos Int'l Airport from Sat will be asked to provide a voluntary contribution of \$18 to benefit a new fund for a sustainable Baja California Sur.

The money will go to tourism, infrastructure, culture & more.

## Singapore rev soars

**THE** Singapore Airlines Group has achieved a net profit of \$206 million in the first half of the financial year, marking a \$10 million (+5.1%) increase on the same time last year.

Operating profit for the Group was \$413 million, down \$13 million or 3.1% compared to the same period last year, with a \$359 million (5.8%) rise in total expenditure and lower cargo revenue (-\$138 million) offsetting some of the gains.

## Rocky winner reveal

**BICTON** Travel's Jen Parker has been named as the winner of the recent Rocky Mountaineer Sunrise Incentive.

She has won a trip to Canada for two, including return flights, a two-day Rocky Mountaineer journey, accommodation & more.

## Your Travel training

**YOUR** Travel & Cruise members will be the first to take part in a new luxury travel training program developed in conjunction with Travel Training Australia.

The Luxury Travel Specialist Accreditation consists of seven modules and is initially being offered exclusively to Your Travel & Cruise's network of home-based agents.

Your Travel & Cruise Managing Director Les Farrar said the course was designed to help build agents' confidence to sell more luxury travel.

## North Island wows TC agents



**A SELECT** group of Travellers Choice agents recently discovered the natural beauty of New Zealand's Northland region on a six-day famil hosted by ANZCRO and Air New Zealand.

The journey began with a drive from Auckland to Paihia in the Bay of Islands and included visits to Cape Reinga, Hokianga and Waiheke Island.

Highlights included a cruise to the famous Hole in the Rock on Motukokako Island and a trip to Waitangi, the signing place in 1840 of New Zealand's founding document, the Treaty of Waitangi between the Māori tribes and the British Crown.

**Pictured:** agents overlooking Hokianga harbour.

## RCI Alaska '21 open

**ROYAL** Caribbean International has opened its Alaska itineraries for 2021/22 bookings, with the season set to see the line bring three ships to the region for the second consecutive year.

*Ovation*, *Radiance* and *Serenade of the Seas* will all offer varying seven-night itineraries sailing from Seattle, Vancouver, British Columbia; and Seward, Alaska.

 Wendy Wu Tours.

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## US states team up for Oz



**THE** Arizona Office of Tourism recently joined forces with the Colorado Tourism Office for a combined delegation to Australia.

A group of nine representatives attended a number of agent events across Melbourne, Sydney and Auckland, with the contingent promoting the allure of taking a road trip across both states for Aussie travellers.

**Pictured:** Jessica Mitchell

Remington, Colorado Tourism Office; Jenny O'Farrell, Steamboat and Winter Park, Colorado; Floy Kennedy, Visit Colorado Springs; Jayne Buck, Visit Denver; Andrea Blankenship, Colorado Tourism Office; Prize Winners x 2; Becky Blaine, Arizona Office of Tourism; Trace Ward, Discover Flagstaff; Katy Schneider, Visit Fort Collins; and Liz Birdsall from Colorado Tourism Office.

## APPOINTMENTS

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which is brought to you by **Travel Trade Recruitment**.

If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.



**Rocky Mountaineer** has made some major personnel changes to its operations in Vancouver, Canada, appointing **Steve Maksymyk** to the newly created role of MD Sales - International. Other staff changes include **Ainsley Erickson** being promoted to Senior Director, Global Marketing, as well as **Cavin Green** who has been appointed VP of Information Technology and Digital Transformation.

**Lisa Teiotu** has been recruited to the role of Head of Sales for Australia and New Zealand for **MSC Cruises**. She joins the cruise line from Royal Caribbean Cruises where she was Head of Business Development for Australia & New Zealand.

The **Australian Federation of Travel Agents (AFTA)** has announced the appointment of **Melinda Larkin** as its new Head of Education and Training. The position is newly created, and a role that signals AFTA's increasing involvement in the education space.

A raft of appointments have been made at **Experience Co** including **Kathryn O'Brien** who has been made Chief Revenue Officer, **Joe Stein** who moves in to the position of General Manager of Skydive Australia, while **Adam Jones** has been charged with taking on the GM of Great Barrier Reef position. Stein has been with the company for eight years, while O'Brien and Jones were recruited externally.

## Want to generate enquiries?

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## Coral additions

**CORAL** Expeditions has released three new itineraries on its new ship *Coral Geographer*, set to sail on its maiden voyage in Feb 2021 (**TD** 06 Jun).

The new itineraries include a 17-night voyage from Mauritius to Zanzibar, 19-night Zanzibar to Fremantle, and 27-night Fremantle to Darwin, allowing guests to experience some of the most remote islands across the Indian Ocean.

## Trip.com new name

**THE** parent company of Trip.com, Ctrip, Skyscanner, and Qunar, has begun trading under its new name of Trip.com Group Limited, following the announcement of the company's new brand identity in Shanghai last week as part of its 20th anniversary celebrations.

The group was previously known as Ctrip.

Trip.com launched in Australia earlier this year (**TD** 15 Apr).

## SAA A350s delivery

**SOUTH** African Airways (SAA) took delivery of its first Airbus A350-900s in Johannesburg yesterday, with three more planes set to follow over the coming weeks.

The aircraft will operate on one of SAA's ultra-long haul routes between Johannesburg and New York's John F Kennedy International Airport (JFK), replacing the Airbus A340-600 on this route.

## Uniworld on sale

**IN CELEBRATION** of parent company The Travel Corporation's 100th anniversary in 2020, Uniworld Boutique River Cruise Collection and U River Cruises are offering travellers up to 30% off selected sailings for new bookings between 05 Nov and 03 Jan.

The offer applies to most itineraries & room categories - for more info, visit [www.uniworld.com](http://www.uniworld.com) or [www.ubuniworld.com](http://www.ubuniworld.com).



## SUSTAINABILITY MATTERS

*Today's Sustainability Matters is brought to you by Hurtigruten*



Imagine a world without polar bears, or where there is more plastic than fish in the ocean. It's a vision that doesn't

bear thinking about. That's why Hurtigruten is taking positive action to make sure that future never becomes a reality.

Through the Hurtigruten Foundation, we're supporting the local communities where we operate to reduce marine and plastic pollution; protect the world's polar bear population; and minimise the impact of our operations.

The foundation funds a wide range of projects from the Association of Greenlandic Children's Sapiik education program to Lofoten's Sea Skrova ocean festival, and Ocean Initiatives' conservation project to help save southern resident killer whales in the North Pacific.

It also supports beach clean-ups, citizen science, water sampling, oil spill monitoring, and other hands-on activities that give our crew and guests an opportunity to make a real difference.

The Hurtigruten Foundation is funded by donations, onboard auctions and fund-raisers, and the "Green stay" program - where a donation is made for every night you ask us not to clean your cabin, saving energy, power, detergent and water.

Find out more about the Hurtigruten Foundation [here](#).

*Damian Perry, Managing Director APAC, Hurtigruten*



**HURTIGRUTEN**



Thursday 7th November 2019

## Ovolo McDonald

**STAFF** from Ovolo properties across Canberra, Sydney and Brisbane have helped to support Ronald McDonald House's "Make a Meal" program as part of a new partnership agreement.

Executives and team members from Ovolo recently hosted cooking events where meals were made for families with sick kids at Ronald McDonald House in a bid to alleviate some pressure.

## Houston lights it up

**SCIENCE** and education facility Space Center Houston has announced plans to open a new Galaxy Lights experience.

The new space-themed installation will open 16 Nov and run until 05 Jan, using LED lights, 3D projections and interactive science learning experiences.

Tickets to the new experience are priced at US\$19.95.

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



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](mailto:klm@traveldaily.com.au)



Q1. When was KLM founded?

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

## Dressed up for the Cup



**SHANGRI-LA** Hotels celebrated Melbourne Cup on Tue by treating a number of its key trade partners to a special lunch at the Altitude Restaurant at Shangri-La Sydney.

This year the big race coincided with the Shangri-La Luxury Sales Showcase, with representatives from 10 Shangri-La properties coming to Australia for a sales and marketing mission.

**Pictured** looking stylish on the fashion catwalk are Orbit World Travel Director Lisa Story; Shangri-La Hotels Senior Vice President, International Sales Pippa Williamson; Orbit World Travel Executive Director Michael

Chase-Smith, and Shangri-La Hotels Assistant VP, Global Sales Sydney Jenny Williams.

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## Croc camp on way

**CONSTRUCTION** has commenced at Australia Zoo to develop a new on-site camping ground at the popular animal park on the Sunshine Coast.

Camp Crocodile Hunter is scheduled to open next year and will offer visitors the chance to engage in a range of luxury bush camp experiences.

"[Camp Crocodile Hunter] will employ more people locally, encourage visitors to stay longer and increase spending on the Sunshine Coast," said Australia Zoo Director Wes Mannion.

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### EDITORIAL

**Editor in Chief and Publisher** – Bruce Piper

**Editor** – Jasmine O'Donoghue

**Contributors** – Adam Bishop, Sarah Fairburn, Nicholas O'Donoghue, Myles Stedman, Janie Medbury, Jenny Piper, Christian Schweitzer

[info@traveldaily.com.au](mailto:info@traveldaily.com.au)

### ADVERTISING AND MARKETING

Sean Harrigan, Hoda Alzubaidi and Lisa Martin

[advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

### BUSINESS MANAGER

Jenny Piper

[accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

Suite 1, Level 2, 64 Talavera Rd  
Macquarie Park NSW 2113 Australia  
PO Box 1010 Epping NSW 1710 Australia  
Tel: 1300 799 220 (+61 2 8007 6760)

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Are you ready to become a Wolgan Warrior? Explore the valley like never before, whilst at the same time challenging fitness and endurance. The Wolgan Warrior Adventure Challenge is a 21-kilometre trail run, available exclusively to only 10 guests per month and the course links three iconic mountain peaks for off-track hiking and trail running. Join the challenge today!

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