Travel Daily First with the news

Thursday 3rd October 2019



Mayo steps up at CT

BARRY Mayo, Chairman of TravelManagers Australia, has been named interim Chair of CT Partners following last week's acquisition of TravelEdge by Helloworld Travel (TD 24 Sep).

Mayo, who is also Chairman of the Australian operations of NZ agency group House of Travel, steps into the role vacated by TravelEdge chief Grant Wilson, who had been CT Partners Chairman since 2007.

CT Partners GM, Ian Edwards, said it was "business as usual" for the group, which counts 21 of Australia's largest independent corporate TMCs and premium leisure agencies as members, with a combined annual TTV of \$1.5 billion.

At the upcoming CT Partners annual meeting in Bangkok this month a new board member will be appointed, Mayo said.

AFTA has also confirmed that Wilson will vacate the CT Partners seat on the AFTA Board.

VA Haneda bid backed

STAKEHOLDERS have come out strongly in favour of Virgin Australia's application for capacity on the Japan route, with a number of submissions to the International Air Services Commission (IASC) urging approval of VA flights from Brisbane to Tokyo Haneda airport.

Both Virgin and Qantas have applied for new slots which have been opened up by a revised air services agreement (TD 17 Sep, TD 18 Sep), with the opportunity to operate to Haneda during daylight hours described as a "once in a lifetime opportunity".

Tourism Australia, the ACCC, the Queensland Government and Brisbane Airport Corporation are all supporting Virgin's bid, with recently appointed Tourism Australia MD Phillipa Harrison saying allocating a daily frequency to VA would enable a fourth airline to enter the Japan route.

This would bring "a new source

of competition which would deliver significant benefits for travellers, boosting tourism flows between the two countries".

The ACCC GM Adjudication David Jones said allocating one frequency to each carrier "would promote competition to a much greater extent than allocating both frequencies to Qantas".

Qld Director-General Damien Walker highlighted Brisbane hasn't seen new capacity from Japan since Qantas commenced daily services in 2015, adding that VA would "maximise the opportunity to boost tourism and trade flows between Australia & Japan".

Brisbane Airport Corporation said further access for Australian carriers at Tokyo Haneda was unlikely for the foreseeable future, adding that "the importance of Qld as a drawcard for Japan tourism visitation & trade cannot be overstated".

Qantas defended its request for two frequencies per day, stating it was the "only no-risk option" and would deliver "operational certainty and more capacity compared to the proposal outlined by Virgin Australia".

The IASC is currently considering the VA and QF applications.

Today's issue of TD

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

- Windstar Cruises
- AA Appointments jobs

Webb Wolgan DOS

KELLY Webb has been appointed as Director, Sales & Marketing at Emirates One&Only Wolgan Valley Resort & Spa.

Webb has been involved with the property for some years as Director of Sales, Leisure for Kerzner International.





TRADE SURVEY

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Windstar Tahiti '21

WINDSTAR Cruises is offering up to US\$1,000 shipboard credit on its 2021 Tahiti itineraries. when they are booked by 31 Oct.

The 2021 program includes sailings ranging from seven to 18 nights in length.

See page nine for more.



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NZ Tempo liquidator report

THE liquidator of the New Zealand business operating on behalf of Tempo Holidays Pty Limited has released his first report, citing evidence of "large related party advances (loans) as an asset of the company".

Insolvency practitioner Chris Horton from Chris Horton Associates was appointed Liquidator of Tempo Holidays NZ Limited on 24 Sep, a few days after the closure of the business in Australia (TD 20 Sep).

Horton's preliminary report noted that Tempo Holidays NZ operated as the New Zealand sales agent for Tempo Holidays and Bentours, with the businesses having the same ultimate holding company, Cox & Kings in India.

He said Tempo Holidays was "under cashflow pressure, and for some weeks had been seeking investors/buyers".

However this was unsuccessful, leading to the company being placed into administration.

In New Zealand Horton says he's been advised that all staff except the NZ manager had been paid out their entitlements, and had their employment terminated when the business closed.

The report only notes one secured creditor in NZ, in relation to the finance of a printer/ photocopier, while NZ unsecured creditors at this stage include utility and communications suppliers as well as the New Zealand Inland Revenue Dept.

"All known creditors have been contacted by the liquidator to advise of the liquidation and to submit claims for debts due," the report notes, adding that no NZ meeting of creditors is planned "following a review by the liquidator of the known assets and liabilities of the Company".

Fixed assets include desks, chairs and computer screens, which the liquidator is attempting to sell, while the NZ business had about NZ\$330,000 in cash at the time it ceased trading.

In terms of the related party loans "the liquidator will investigate and pursue where economic to do so".

William Buck, the administrators of Tempo Holidays Pty Limited in Australia, has today convened its first meeting of creditors in Melbourne, which should see some estimate of the scale of the collapse revealed.

JAL Amadeus deal

JAPAN Airlines (JAL) and Amadeus have extended their existing distribution and IT agreement, meaning Amadeus' network of travel sellers will have access to a broader range of the Japanese carrier's content.

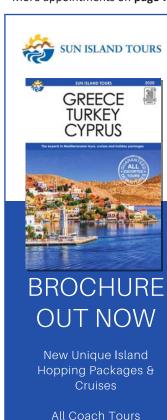
Additional information will include JAL's full range of international, as well as preferred and negotiated fares.

Other advantages for Amadeus' network will be real-time updates and visibility of JAL's inventory.

TD team is growing

WE'RE thrilled to announce the appointment of Travel Daily's newest writer. Janie Medbury who has joined our crack team this week and will contribute to all of the Business Publishing Group publications.

More appointments on page 7.



Guaranteed

Largest Range of Small Group Turkey Tours

VIEW ONLINE





Bench business booming

AFRICA travel specialist Bench Africa is seeing strong demand following the release of its 2020/21 brochure last month, with General Manager Martin Edwards highlighting the boost to sales provided by new projects, openings and reopenings.

"Things are going well," Edwards told Travel Daily at the company's Around the Campfire event in Sydney last night.

"Demand is high, some of the camps we work with may only have half a dozen rooms, so we're limited.

"If we have a group looking to travel in 2020 to Namibia, we're being asked if they can hold off to 2021, so things are already looking busy in certain destinations.

"It doesn't affect the FIT traveller as much, but it's been all over as well...South Africa is very strong, Kenya and east Africa is

very strong," he said.

"We're also benefiting from new properties opening, properties we've been working with having refurbs, new projects we're working on...we're very fortunate to have such a great standard of three-star and five-star, and a lot of options for every kind of traveller."

Bench has also expanded its sales team, and developed and updated its online presence to aid and stimulate business.

"We have a growing sales team with five people...we've got a new website called benchhelp. com which includes all the main questions you need to ask clients.

"We really do feel as if we're starting to make Africa more of a mainstream destination as opposed to a once-in-a-lifetime destination," he concluded.

CLICK HERE to see Bench's 2020/21 brochure - more on pg4.



Int'l traffic up 0.7%

INTERNATIONAL scheduled passenger traffic for Jul increased by 0.7% to 3.74 million, up from the 3.71 million recorded in Jul 2018, according to the latest figures published in the Bureau of Infrastructure, Transport, and Regional Economics (BITRE) international airline activity monthly report.

The data showed 62 international airlines operated to and from Australia during the month, with the Melbourne to Singapore journey again the most frequented international route.

The route notched up 150,491 passengers carried for the month, representing 4% of total passengers for the period.

BITRE also noted in its airport traffic data report Australian domestic flights carried 10.8 million passengers during Jul 2019, a slight increase of 0.2% when compared to the same period in 2018.



Window Seat

A CATERING cart on the tarmac of Chicago O'Hare International Airport has garnered attention on the internet after it was seemingly possessed by a particularly nasty spirit recently.

A video has emerged online of it spiralling out of control without a driver at the wheel.

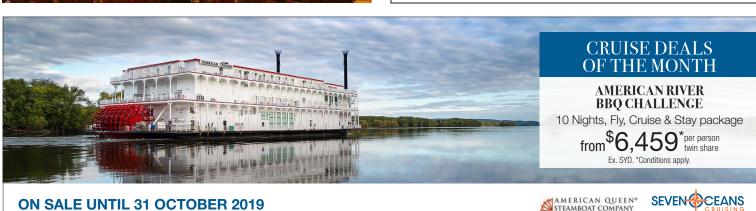
With the situation quickly getting out of hand, one of the quick-thinking groundcrew jumped aboard a tug and t-boned the seemingly-sentient vehicle into submission.

To view the stunning scenes, **CLICK HERE.**











travelBulletin Oct out

THE latest issue of *travelBulletin* has begun landing in subscribers' letter boxes and is available to read online, featuring an annual favourite - a look at this year's million dollar club.

The Oct edition takes a dive into the paypackets of the big names in the industry, unpacking who made the most money last year and whose pay packet has taken a bit of a trim compared to the year prior.

The edition also ventures to Europe, with John Borthwick discovering Spain's marvellous capital Madrid.

Also in the spotlight is

Japan, with a closer look at
the sport-crazed nation and its
obsession with baseball & sumo.

There's also a destination feature on South and Central America, as well as the Pacific.



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*.

Bench booking patterns change



BENCH Africa is seeing clients book far earlier than ever before, General Manager Martin Edwards told *Travel Daily*.

Pictured at the company's Around the Campfire event in Sydney last night, bringing together a number of suppliers from across Africa, Edwards said the shift in lead-in time came down to a more competitive travel market both inside and outside the continent.

"We've certainly noticed 2020 bookings were coming much earlier than before," Edwards said.

"The lead-in time between booking and travelling has increased, a lot of people believe it's going to be their once-in-alifetime trip, and so they really want to put in a lot of thought.

"Once people end up going to Africa themselves to see the different destinations, every country is so different to the next.

"A few years ago people would've looked to book in that current year, but now people have their trip to Europe booked, they have their short-haul trip booked, they have all their holidays booked that year.

"People are booking sooner because they want to get the properties they really desire...a lot of people quickly end up going back to Africa again."

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Travel Daily

Thursday 3rd October 2019

Regent's new spa

REGENT Seven Seas Cruises' will begin rolling out a new luxury spa brand, Serene Spa & Wellness, across its five-ship fleet from Dec this year.

Originally developed for Seven Seas Splendor, the offering will be introduced across the fleet prior to Splendor's debut in Feb.

Serene Spa & Wellness will be available on *Seven Seas Explorer* on 07 Dec, followed by *Mariner* (06 Jan), *Voyager* (07 Jan), *Navigator* (23 Jan) and *Splendor* (06 Feb).

The spa menu offers a range of treatments inspired by the "beautiful traditions and tried-and-true techniques of the world's cultures", Regent CEO Jason Montague said, including facials, body treatments, massages, manicures and pedicures, salon services, fitness classes, personal training, plus wellness tours and nutritional cuisine selections in on-board restaurants.

Cititel for Sydney

DETAILS have been released on Cititel X Sydney, a new boutique hotel set to open in Sydney's Pyrmont precinct early next year.

The 60-room boutique hotel will aim to deliver a 'home away from home' experience for leisure and business travellers.

Cititel will offer a Guest Lounge & Pantry, a "co-living area" with comfortable seating, high-speed wi-fi and a free "guest pantry" with refreshments.

"We've designed the hotel to meet the fastest-growing sector of the travel market," said Cititel X General Manager, Klaus Kinateder.

"Cititel X is not about massive rooms or services that travellers don't really want."

"In the future, we will look at organising special extras like pizza nights encouraging guests to meet each other, share their stories and feel welcome in the city," Kinateder said.

HLO agents explore Colorado



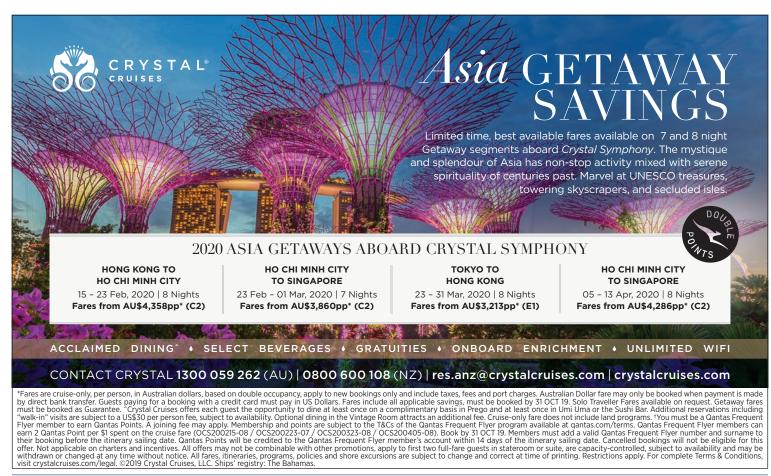
SIX high-performing Helloworld Travel agents were recently rewarded with a week-long trip to Colorado, courtesy of United Airlines, Colorado Tourism and Helloworld Travel.

The trip encompassed the regions of Loveland, Vail and Denver, where the agents were able to enjoy many of the activities and attractions that Colorado has to offer.

Highlights included jamming out to a rock band performance at Red Rocks Amphitheatre, sampling beverages at the Blue Moon Brewery Company, and checking out the iconic Big Blue Bear in Denver.

The agents also scaled Vail Mountain and flew through the forest on an alpine coaster, before testing their flying skills in the 777 and 737 simulators at the United Flight Training Centre.

Pictured are: Carolyn
Nightingale, Colorado Tourism;
Belinda Condon, United Airlines;
Helen Koroneos, Helloworld
Travel Niddrie; Sarah De Vries,
Helloworld Travel Bonnyrigg; Brad
Standen, Hunter Travel Group;
Stacey Skinner, Helloworld Travel
Warrnambool; Rachelle Evans,
Eastern Hill Travel and Craig
Pearce, Figtree Travel.





CLIA on a New Wave

CRUISE Lines International Association (CLIA) Australasia has released a new consumer-focused publication as part of its annual Cruise Month campaign.

Called New Wave, the magazine details a number of positive stories in the cruise sector, including the many advances in sustainable technology.

"This magazine will highlight these efforts in a form that can be shared with our industry partners and the wider cruise community throughout Australasia, while also supporting Cruise Month and CLIA's worldwide #WeAreCruise campaign," said CLIA Australasia Managing Director Joel Katz.

TripAdvisor welfare

TRIPADVISOR has announced it will no longer sell tickets or monetise attractions that contribute to the captivity of whales, dolphins or porpoises.

Commending TripAdvisor's decision was Head of Campaigns Australia at World Animal Protection Ben Pearson, who said he was "thrilled" about the move, stating "we look forward to Australian travel companies and airlines matching this move".

GROUP (Corporate)

Does size matter?

THE Federal Aviation Administration (FAA) recently flagged its intentions to test whether or not smaller plane seats could prevent passengers from evacuating an aircraft in a safe and efficient manner.

The testing will involve 720 volunteers over a 12-day period deploying various scenarios.

Only 12 months ago, the FAA declined to regulate the size of seats, stating at the time there was "no evidence that current seat sizes are a factor in evacuation speed".

Quest Ballarat plan

QUEST Apartment Hotels has flagged plans to construct a 77room hotel in Ballarat, Victoria.

The upcoming Quest Ballarat Station will be part of The **Ballarat Station Precinct** Redevelopment Project, featuring a multi-level car park, retail, multiple restaurants, a bus interchange and public spaces.

The property is one of 11 new Quest properties opening across Australia and New Zealand over the next two years, including in Orange NSW, Goulburn NSW, Joondalup WA, & Robina Qld.

Qantas A380 reveal



QANTAS has revealed further details of what its 12 refurbished A380 aircraft will look after a stylish makeover (TD 13 Aug).

The upgrades will take place as part of a multimillion-dollar



initiative that will see the planes receive new contoured cushioning and higher resolution entertainment screens in the First class suite (inset above), a larger Premium Economy cabin with Caon-designed seats (right) which will also feature a self-service bar,



as well as significantly expanded onboard lounge area furnished with leather couches and wood panelled walls (top).

The planes will also be reconfigured to include 30 less Economy seats (341), six more Business suites (70), 25 more Premium Economy seats (60), for a total capacity of 485 pax.

"Australians are used to flying long haul and we know it's important to make the journey comfortable...we're very proud to

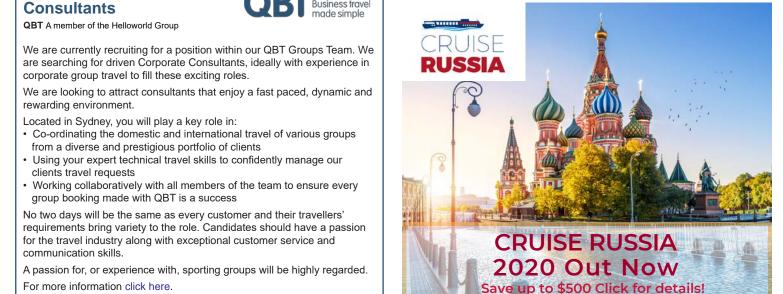


showcase the best of Australian design, wine and food on these services," Qantas Chief Executive Officer Alan Joyce said.

View all of the images on TD's Facebook page HERE.

Pictured **left** is the staircase that links both decks of the A380s.







Need ideas for vour clients' next London hotel stay?

Watch our preview of Mercer St Hotel



Ritz-Carlton delay

THE Ritz-Carlton Yacht Collection has rescheduled the debut of its first ship by four months to 14 Jun, from 05 Feb, citing delays at Spanish shipyard, Hijos de J Barreas.

In a statement, the cruise line said it would refund passengers affected by the delays and that travel agents would not lose out on commissions for booking on departures between 05 Feb and 13 Jun.

SC penguin colony

SEA Life Sunshine Coast will become home to a colony of little penguins, with an interactive exhibition launching in Dec.

The project aims to educate guests about how they can help protect the penguins in the wild, Sea Life said.

Novotel Cairns Oasis



NOVOTEL Cairns Oasis Resort is on track to complete its milliondollar refurbishment in Dec.

The final phase of the project focused on the 4.5-star resort's 314 guest rooms is underway, following the revamp of the

MOKU Bar & Grill and MOKU Beach Club.

Pictured: Novotel Cairns Oasis Resort reception area.

Vistara team ready

THE Walshe Group has confirmed its Vistara team is now fully operational.

The Walshe Group was appointed as the Indian airline's representation in Australia back in Aug (TD 26 Aug).

WELCOME to Industry Appointments, *Travel Daily*'s Thursday feature

which is brought to you by Travel Trade Recruitment. If you have just appointed

APPOINTMENTS

someone to a new position and would like to update the industry email appointments@ traveldaily.com.au.



MW Tours has welcomed a new Business Development Manager NSW/ACT to its business, **Karen Grayson**. Grayson brings a wealth of experience and knowledge to the role, and will be on hand to assist with

Mary Williams has joined the team at Celestyal Cruises as Business Development Manager, Australia. In her new role, Williams will be tasked with developing and maintaining the cruise operator's presence in the Australian market, as well as client relationship development.

Carlah Walton has founded her own business, The Little Luxe Travel Company. In the new role, Walton will assist travellers who have a passion for food and wine to book a range of curated experiences.

Elliott Miller has stepped into the position of Director of Sales at Pier One Sydney Harbour. He was most recently Group Director of Sales & Marketing for Karma Group.

Destination Queenstown has confirmed the appointment of a raft of new board members, along with a new Chair. **Richard Thomas** was elected to the Activities sector as well as Chair, while **Jim Moore** steps into the Acommodation position. **Ann Lockhart** and **Jolanda Cave** have

Tourism New Zealand has welcomed Brodie Reid to the position of Director Marketing. Reid was previously Global Manager Brand and Content at TNZ, where she played a major role in the 100% Pure New Zealand, Tiaki - Care for New Zealand & #getNZonthemap campaigns.

Kanee completed

PANDAW has completed construction of its 20th ship built at its Mandalay shipyard.

The RV Kanee features 14 staterooms with an open plan saloon area.

The ship has been built with a draft of 80cm, which will allow it to sail the remote rivers of Upper Burma as well as the Irrawaddy.

Komodo US\$1,000

INDONESIA will not go ahead with plans to close Komodo Island to the public in Jan (TD 19 Jul), instead tourists wanting to visit the UNESCO World Heritage site will reportedly have to pay a US\$1,000 annual membership.

The back-flip came after **Indonesian Government figures** found the island's Komodo dragon population has remained stable since 2002, despite rising visitor numbers.

SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by Hurtigruten



Last month, two extraordinary women – Hilde Fålun Strøm and Sunniva Sorby commenced

their nine-month stay at Bamsebu, a trapper's hut in the High Arctic in Svalbard, Norway. Located 140km away from their nearest neighbour, the hut has no running water or electricity and by November, their few hours of daily sun will have disappeared into the darkness of the polar winter.

Both experienced polar explorers - Hilde is a Hurtigruten expedition leader and has lived in Svalbard for 23 years and Sunniva is an Antarctic expert - the pair are collecting data and testing new technologies including solar and wind equipment and satellite communications. And through their Hearts In The Ice project, they are raising awareness of the changes they have witnessed in the Polar Regions and what we can all do to protect our natural world.

Hurtigruten has a long history of exploration in Svalbard and a commitment to sustainable travel that reaches every part of our operations. As a proud sponsor of Hearts In The Ice, we will be following Sunniva and Hilde's experiences at Bamsebu with huge interest.

Damian Perry, Managing Director APAC, Hurtigruten





MGallery offers a sneak peek



HOTEL Chadstone Melbourne, MGallery by Sofitel has released details of its facilities and a sneak peek of its public spaces ahead of the five-star hotel's opening on 01 Nov.

The \$130m property will offer 250 rooms and suites, two penthouses, a rooftop bar and dining, wellness retreat and a day spa complete with an LED lounge and yoga studio.

The 12-storey hotel is connected to the shopping, dining, lifestyle and entertainment destination of Chadstone, located 17km from Melbourne's CBD.

Chadstone Director Fiona

NCLH reaches \$2m

NORWEGIAN Cruise Line Holdings (NCLH) has hit its US\$2m fundraising goal for the Hope Starts Here hurricane relief campaign (TD 06 Sep), which the company has matched with a US\$2 million contribution.

The donation will go towards All Hands and Hearts' emergency response efforts across the Bahamas.

Mackenzie said, "Demonstrating our commitment to continually evolve Chadstone, the hotel will capitalise upon and enhance Chadstone's proven international and domestic appeal which sees 24 million people visit us each year, including more than half a million international visitors".

The property's Altus rooftop bar and lounge, complete with its custom-designed seven-tier wine glass holder chandelier is pictured.

NZ arrivals slow

TOURISM NZ has reported a slowdown in visitor arrival growth, with total international arrivals up 2.8% and holiday arrivals showing zero growth.

Due to global economic conditions and uncertainty from events like Brexit, the trend is expected to continue for the rest of 2019 and into 2020.

As a result, Tourism NZ is increasing investment in its largest visitor markets: Australia, the US and China, along with a new global campaign.

Legoland builds up

MERLIN Entertainments has entered into an agreement with Global Zhongjun Cultural Tourism Development Co to build and operate a Legoland Resort in China's Sichuan Province.

Scheduled to open by 2023, the resort will feature two fullybranded hotels with an estimated capacity of 500 rooms, as well as scope to incorporate further attractions in the future.

MEANWHILE Legoland New York has revealed it will officially open to the public on 04 Jul 2020.

The resort will be the largest theme park Merlin Entertainments has ever built, boasting more than 50 rides, shows and attractions across seven themed lands.

Further details about grand opening celebrations will be announced in 2020.

For more info, CLICK HERE.

ATEC Japan prog

AUSTRALIAN Tourism Export Council (ATEC) has created a new program that aims to teach WA tourism operators the best way to host Japanese visitors.

The five-module program, created in partnership with Tourism WA, will see 60 operators from across the state take part in a two-hour interactive workshop providing an overview of the Japanese inbound market.

The sessions also seek to educate how operators can best engage the Japanese travel trade.

WA lobster tourism

THE West Australian Government is introducing a new three-year trial to encourage more marine tourism.

Starting in Nov, rules will be relaxed around catching the state's Western Rock Lobster.

WIN A traise

This month Sun Island Tours and *Travel Daily* are giving agents the chance to win a seven-night Deluxe Superior Croatian Cruise for two people, valued at up to \$6,713. **SUN ISLAND TOURS**

To win, simply tell us which fabulous Sun Island Tours

destination is shown in each of our holiday snaps every day during October and have the most creative answer to the final question.

Send your answers to sunislandtours@traveldaily.com.au



Hint: Literally meaning 'hovering in the air' this amazing marvel of nature was originally settled by monks who lived in caves in the rocks in the 11th century.

Terms and conditions



Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994. Travel Daily is Australia's leading travel industry publication

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