

Travel Daily

First with the news

Thursday 19th September 2019



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DriveAway

Windstar learning

AGENTS are being offered the opportunity to hone their small ship cruising knowledge on Windstar's Voyage of Learning.

The seven-night cruise from Cairns to Noumea will offer 50 CLIA Accreditation points.

See **page seven** for more.

AFTA boosts training focus

EXCLUSIVE

THE Australian Federation of Travel Agents (AFTA) is set to significantly increase its participation in the education arena, with confirmation of a newly created Head of Education and Training role within the organisation.

It's understood AFTA will shortly open applications for the position, which will increase the Federation's headcount with a dedicated in-house resource.

The successful applicant will report directly to the Chief Executive and be tasked with driving education and training

policy needs.

They will also be charged with engaging with stakeholders on education and training outcomes and be a key influencer within the AFTA leadership team.

The move follows AFTA's Skills Roundtable earlier this month (**TD** 03 Sep), which saw senior figures from across the travel industry gather in Brisbane to discuss a range of pressing issues, including developing a "joint and agreed position for the good of the industry" in relation to the appropriate settings for Certificate III and a yet-to-be confirmed Certificate IV in Travel.

Chief Executive Jayson Westbury said the federation had embedded itself more directly in the training arena as it "knows how important skills training and the settings that the government deploys are for the future of travel agency owners and those who may wish to join the industry".

Fan+ Experiences

SPORTS and entertainment marketplace Fan+ is promoting its platform which allows agents to provide their clients with access to exclusive experiences connecting them with sports club, athletes and other personalities.

See **page nine** for more.

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Today's issue of TD

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

- Windstar Cruises
- AA Appointments jobs
- Fan Plus

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Brisbane appoints

CARL Jones has been appointed as Head of Aviation Development for Brisbane Airport Corporation.

He returns to Australia following five years in Canada as Director of Air Service Development at the Vancouver Airport Authority.

More appointments on **page six**.

Airport fees a route killer

EXCESSIVE fees being charged by Australian airports have the potential to kill off routes, Qantas CEO Alan Joyce has cautioned at a National Press Club event in Canberra yesterday.

Joined by Virgin Australia CEO Paul Scurrah, the pair warned the current airport ownership model had allowed airports to operate as "privatised monopolies... generating profit margins that are grossly inflated".

Joyce noted that Australia was home to four of the top five most profitable airports in the world, adding "funnily enough, they don't rank nearly that high when travellers rank the world's best airports."

"Air transport is a big driver of economic activity," he said.

"Distortions in this space have big side effects."

"High airport fees ultimately mean airfares are higher than they should be."

"When you consider that most of Jetstar's fares were sold for under \$100, it's not hard to see how \$50 in airport fees can kill a destination altogether."

Scurrah said it was time for Government intervention to combat the high fees airports are charging customers, ahead of the release of the Productivity Commission's final report on economic regulations of airports.

The report is expected to recommend retaining the status quo, after the Commission's draft report found "existing

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Malindo breach

DATA belonging to 30 million airline passengers may have been compromised by a cybersecurity breach, Malindo Air has revealed.

The breach was discovered last week, after passengers' personal data from the airline & Thai Lion Air was spruiked in online forums.

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airport regulation benefits the community, and remains fit for purpose", despite the airline's concerns (**TD** 26 Mar).

"[The current situation] has created a lopsided outcome that is bad for the travelling public, bad for the country and bad for the economy," Scurrah said.

"We say it is time for an intervention...we are calling for a lot more equity and transparency in the relationship [between airports and carriers] and for a negotiate/arbitrate model to be implemented."

Scurrah added reforms would deliver benefits to tourism operators as well as the airlines.

Both CEOs said airports across the country currently have the power to unilaterally increase fees, which Joyce said "simply cannot be justified based on forecast passenger numbers".

Evergreen Europe

EVERGREEN Cruises and Tours has launched an updated edition of its 2020 European river cruise brochure.

The new program delivers fresh info about departures, additional cruises and details of the percentage of cabins sold.

"This updated information will provide agents the tools they require to book with confidence knowing that departures are guaranteed," Evergreen Director of Sales, Marketing and Product Angus Crichton said.

New Brochure Out Now!

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MW Tours

AFRICA & SUBCONTINENT

2020 & Beyond



Discover the best place to enjoy America's favourite pastime in the September issue of *travelBulletin*.

CLICK to read
travelBulletin

Travel Daily en route to Halifax, Canada

Today's issue of *TD* is coming to you courtesy of *Scenic*, which has invited us to experience the new *Scenic Eclipse*.

SCENIC Eclipse is set to arrive in Halifax, Nova Scotia tomorrow having voyaged from her formal New York christening courtesy of megastar Helen Mirren.

Our itinerary, the "Maritimes Discovery", will take us north to Louisbourg and Rose Blanche initially, before turning around and heading for Charlottetown - true *Anne of Green Gables* territory - and then onwards to Boston, Martha's Vineyard and New York City.

We are journeying to Halifax courtesy of Air Canada, with flight AC34 providing smooth connections from Sydney through Vancouver to Toronto.

VS to expand with LHR

VIRGIN Atlantic has unveiled an ambitious global expansion plan, which would see it more than quadruple the destinations it serves from an expanded Heathrow Airport.

Future Virgin Atlantic route maps show intentions to serve up to 84 new destinations across the globe when Heathrow Airport's third runway is complete, a massive increase on its 19 long haul destinations from the airport in 2020.

The move lays down a significant challenge to International Airlines Group (IAG), owner of chief rival British Airways, with VS noting IAG's "stranglehold" on Heathrow sees it currently hold 55% of the landing slots at the airport, with no other airline holding more than 5%.

"One in four passengers flying from the airport...have no choice but to fly with that airline group,"

Virgin Atlantic said in a release.

"These passengers may be paying up to 10% more in air fares as a consequence."

The expansion plans come as the British Government decides on rules governing slot allocation at the expanded facility.

In total, Virgin Atlantic's plan would see it serve 103 destinations, with 12 of its new destinations to be domestic, 37 European and 35 global.

Additionally, Virgin Atlantic's expansion would see it compete on 25 of the 77 routes on which IAG currently enjoys a monopoly.

"Virgin Atlantic warns that the new take-off and landing slots must be allocated in a way that enables the development of a second flag carrier with the necessary scale to compete effectively with IAG," the airline said in a statement.

Virgin Atlantic's expanded route map can be viewed [HERE](#).



Window Seat

THE Albanian government last month showed the destination's commitment to its tourists by bulldozing the restaurant of a man who wronged two tourists from Spain.

The beachfront eatery, located on the Ioanian Coast in the country's south, was reduced to rubble after its owner attacked the vacationers.

Apparently, the couple attempted a dine-and-dash, but it seems no-one will be able to dine at this restaurant anymore.

The venue is **pictured** being demolished.



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Windstar cuts steel

WINDSTAR Cruises has made the first cut in the new steel for the midsection expansion works on *MS Star Legend* at Fincantieri's shipyard in Palermo, Italy.

The works will see a new section installed in the middle of the ship, increasing its capacity from 212-passengers to 312-passengers.

The extra guests will be housed in 50 new suites, the majority of which will be in the new section.

In addition, *Legend* will sport two new restaurants, a pool and whirlpool, a re-imagined spa and fitness centre, new retail shops and more.

Legend is the second of the line's three Star class ships to undergo the expansion as part of Windstar's US\$250 million Star Plus initiative (**TD** 16 Nov 2018).

TEQ drive success

TOURISM & Events Queensland (TEQ) is hailing the success of its marketing campaign in Germany promoting Great Barrier Reef drive holidays.

The push, which ran from Nov to Apr, saw flights booked to Brisbane and Cairns exceed campaign targets by two and a half times & an increase in German visitors booking campervans for travel through Qld.

Air NZ drops TM

AIR New Zealand would not actively pursue its trademark application for its *Kia Ora* magazine, after consultations with Maori leaders.

The airline came under fire from Maori leaders after it filed the application.

The move has been praised by New Zealand Maori Tourism, with Chief Executive Pania Tyson-Nathan saying, "our national airline has done more than any large company to support the growth and awareness of Maori language and culture in Aotearoa and around the world."

"The fact that it listened to the voices of respected Maori leaders in order to better understand well-expressed concerns over the trademark logo issue speaks volumes to the character of the airline."

Qatar earlybirds

QATAR Airways has announced its early bird fares for European destinations for 2020.

The sale includes new destinations on the Qatar network, such as Lisbon and Malta.

The special offers are available until 29 Sep for all travel until the end of 2020.

Prices lead in from \$1,229.

MW Tours hits the road



MW TOURS is showcasing its newly designed brochure range for 2020 at a series of events around the country this month.

The company, which has now been in operation since 2010, has launched a major expansion push with the appointment of BDMS across the country, including Karen Grayson (pictured above left) who had her very first day on the job yesterday as BDM for NSW and ACT.

MW Tours is preferred with several groups including Express Travel, Travel Counsellors, ATAC and more, and has a growing clientele among other networks as well, according to National Sales Manager, David Reid.

The revamped product range includes Japan & Northeast Asia; Africa and the Subcontinent; and China and Southeast Asia, with

brochures featuring a fresh look with larger fonts, a rationalised product range and easy to follow pricing details.

Events are under way in Perth, Adelaide, Brisbane and Melbourne as well as Sydney, where Japan was one of the key focuses yesterday for the group pictured, from left; Karen Grayson, MW Tours; Sally Miles, Japan National Tourism Organization; David Reid, MW Tours; and Yoko Tanaka, Japan National Tourism Organization Executive Director.

One big fishy move

A RELOCATION of the Sydney Fish Market to the head of Blackwattle Bay is a step closer, with the NSW Govt approving of a \$750m investment in the project.

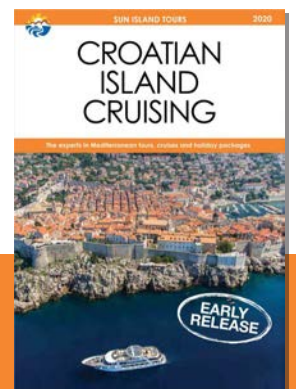
Visitor numbers to the new Sydney Fish Market are set to more than double to over five million a year, with NSW Premier Gladys Berejiklian emphasising, "one in five international tourists to Sydney visit the existing Fish Markets, and it's the second-most visited attraction in Sydney behind the Opera House."

Early works are set to begin in late 2020 for a 2024 opening.

Cunard green thumb

CUNARD has released details of its first gardening voyage, which will depart Sydney on *Queen Elizabeth* on 01 Mar 2021.

Fares start from \$1,399ppts - for more, **CLICK HERE**.



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Sebel Melb Moonee

ACCOR has revealed it will open the 97-room Sebel Melbourne Moonee on 01 Nov.

The hotel will be located 6km from Melbourne's CBD in the Mason Square precinct - a new major urban renewal development comprising a residential, retail and dining hub.

It will offer 89 one-bedroom apartments and eight two-bedroom apartments, all with balconies & full kitchen facilities.

Guests staying at the Sebel Melbourne Moonee will also have access to a fitness centre, meeting spaces, parking and a New York-style restaurant called Saron.

Walshe luxury showcase



THE Walshe Group yesterday hosted a group of key Virtuoso travel agents at an event atop Sydney Tower, highlighting the luxury product among its destination portfolio including Hawaii, Abu Dhabi and New York City.

The lofty 86th floor provided a great vantage point, but in Sydney's inclement weather the views were pretty much obscured because the Studio venue was as high as the clouds.

That didn't dampen the spirits of the presenters, who spoke about a range of Virtuoso partner properties and offers in each location.

In Hawaii the range includes the iconic Halekulani, the Royal Hawaiian and The Kahala in Honolulu, as well as other luxury hotels on several of the other Hawaiian islands.

Brigitte Ward spoke about Abu Dhabi's rapidly developing scene and the Etihad stopover program, making it easy for visitors to experience the Sheikh Zayed Grand Mosque, Ferrari World, the Louvre Abu Dhabi and more.

Australian length of stay in Abu Dhabi has now extended to 3.2 nights, with Ward also showcasing some of the city's accommodation including the stunning Emirates Palace Hotel.

In New York the recently launched Hudson Yards precinct

is a must-see, including "The Vessel", a massive interactive attraction which is a cross between a sculpture and a staircase.

Virtuoso also offers a unique "Madison Avenue Privilege Card" allowing clients to experience extra special treatments while visiting the upmarket shopping area of the city.

Pictured are: Sarah Stevenson and Kristin Hellmrich, New York & Co; Kara Lipscombe, Virtuoso; Giselle Radulovic, Hawaii Tourism Oceania; and Brigitte Ward, Abu Dhabi Department of Culture and Tourism.

Rocky on Sunrise

CHANNEL 7's Sunrise weather presenter Sam Mac will be showcasing Canada's Rocky Mountaineer rail journey next month, riding the famous train as it travels the First Passage to the West Route in Western Canada.

Mac will broadcast live from 5.30am each day 07-11 Oct, with the live crosses expected to be seen by over 2.2 million Australian viewers over the week.

The itinerary will include Banff, Lake Louise, the mountains of Kananaskis as well as two days in Vancouver, with agents urged to remind their clients to tune in for some real Canadian rail inspiration.

Win a Samsonite Suitcase



This week ANA and *Travel Daily* are giving away a Samsonite 55cm Octolite Spinner (RRP \$299.00).

ANA has been awarded the respected 5-Star rating every year since 2013 from SKYTRAX. ANA - All Nippon Airways now offers daily flights from Sydney & Perth to Tokyo flying 787 Dreamliner aircraft, with more than 40 connections to Japan's domestic cities.

To win, have the most inspiring answer to the question below:

Where would you like to visit in Japan and why?

Send your entry to ana@traveldaily.com.au

ANA Inspiration of JAPAN

A STAR ALLIANCE MEMBER



TRAVEL WITH PURPOSE

This feature is brought to you by Intrepid Travel



It may be the accountant in me, but I am very interested in supply chains. It's not a data concept and has a very real

and very human face. By taking a "shared value" approach to our supply chains the travel industry can be a further force for good.

Intrepid worked with ActionAid to create the Myaing Community Based Tourism (CBT) initiative in Myanmar. Not many travellers go to Myaing and the project created a way to give back to four villages who benefit directly from tourism, an income that didn't exist previously.

In consultation with locals, a lodge was designed and built, and is now run by all female staff. Travellers hear firsthand from a female leader of the village how the CBT has impacted their community, eat traditional cuisine from vegetables grown in the village, participate in tree planting and experience the traditional Myanmar way of life.

Intrepid has contributed over \$100,000 USD to this community.

Improving supply chains to favour local communities is a powerful step we can take in the industry.

Brett Mitchell, Managing Director APAC, Intrepid Travel



Thursday 19th September 2019

ACI regulation calls

AIRPORTS Council International (ACI) and the International Civil Aviation Organisation have called for effective airport security regulations that also allow for innovation.

Speaking at the third annual Global Aviation Security Symposium (AVSEC), ACI World Director General Angela Gittens discussed the importance of proactive mitigation measures supported by effective risk assessments.

"Threats change quickly... airports, aviation stakeholders and governments face challenges in trying to implement effective security measures in a timely manner," Gittens said.

"Regulations should determine the objective to be reached, but not define in detail how it should be reached.

"This approach should be coupled with strong oversight and a collaborative approach."

Exodus earlybirds

SAVINGS of 10% are available with Exodus Travels' worldwide earlybird deals.

Offers are valid until 18 Oct on all small group tours for travel until the end of 2020, excluding self-guided, polar and tailor-made itineraries - **CLICK HERE**.

Ramen on SQ flts

RAMEN Keisuke's signature Japanese ramen will be on select Singapore Airlines flights from Oct.

The six-month collaboration will bring four of the restaurant's speciality dishes to SQ: Keisuke's tonkotsu, lobster, miso and niboshi ramen.

All four dishes will be available in Business class on selected flights on the HND, NRT and KIX routes, while the tonkotsu and miso ramens will be available periodically in First and Business class for select flights departing Singapore from Oct to Mar.

APPOINTMENTS

WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

APT Travel Group has named **Rashelle Thompson** as State Sales Manager for NSW/ACT. Prior to this appointment, Thompson had a sales and marketing career, predominantly in the retail trade segment.

Akaryn Hotel Group (AHG) has appointed **Eugene Chew** as its new Vice President of Development & Operations. He joins AHG to drive international expansion, and has worked in both Asia and the west.

Katherine O'Neill has taken on a new Director, Brand & Marketing role with **Scenic Luxury Cruises & Tours**. She joins the company from her previous role with Etihad Airways.

FCM Travel Solutions has announced the appointment of **Jason Dunderdale** as Head of Sales within its United Kingdom operations. Dunderdale was previously with car rental firm SIXT as Head of Travel Sales UK & Ireland.

Win a trip to Turkey

This month Tempo Holidays has teamed up with *Travel Daily* to give away a five-night trip for two to Turkey, including airport transfers, daily breakfast, sightseeing with an English-speaking guide and more.



Tempo Holidays has recently released its 2020/21 range of brochures. Make sure you take a look as they will help you find the answers to the weekly questions. The agent that answers the most correctly and has the most creative response to the final question will win. Send your entries to tempo@traveldaily.com.au



Q3. India is full of destinations that offer rich heritage and fierce wildlife while Sri Lanka can offer safaris, wellness retreats and unique once in a lifetime experiences. How many staff picks does Tempo recommend in the India/Sri Lanka Brochure?

Terms and conditions

TrekAmerica chat

TREKAMERICA is now offering a live chat service on its website, available for agents during regular business hours.

TrekAmerica Regional Sales & Marketing Manager Joseph Wynes said "following recent growth in agent enquiry with our new Australian based team, we wanted to provide an additional point of contact for our agent partners".

Easter Jet trouble

SOUTH Korean low cost carrier Easter Jet has reportedly asked cabin crew to take unpaid leave, as it embarks on a cost-cutting program.

The South Korean air market has been poor due to weak travel demand and tensions with Japan, with Easter having lost tens of billions of won.

A&K opens studio

ABERCROMBIE & Kent (A&K) has opened the Sishemo Bead Studio in Nakatindi, Zambia.

The studio is operated by eight artisans from the community, and is designed to stimulate the village's scarce employment opportunities.

A&K guests travelling to the Mosi-oa-Tunya National Park area are invited to visit the studio, where visitors can attempt to produce the recycled glass beads.

Tourism NT tie-up

TOURISM NT has partnered with Cotton On Body, with the fashion company's 2019 summer swimwear launch to feature some of the NT's most picturesque landscapes.

The new range will be photographed in key destinations within the Territory.



WINDSTAR'S VOYAGE OF LEARNING

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Disembark: Noumea 8 June 2020

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or contact Windstar Cruises Groups Department on 1300 749 875



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TRAVEL INDUSTRY BDM

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PRODUCT ROLE IN TIME FOR SPRING

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SYDNEY – GENEROUS SALARY \$\$

Rarely do roles come up with this Travel Industry player. If you are ready for a change in your product career then this is for you, as well as being a strong negotiator with strong knowledge on multiple destinations, you will also have managed a team understanding how to motivate and get the best out of your staff. Career progression and a strong salary are on offer. Please send your CV with a cover letter

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SYDNEY/MELBOURNE - SALARY \$80K+ COMMS

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Digital Marketing roles in travel don't come up that often and this is not to be missed. We are looking for a strong marketer with amazing digital marketing skills. Key tasks include brand position, pricing strategies, forecasting as well as leading a strong marketing team. You will be rewarded with a great salary and work for a company with a great reputation who value and champion their staff.

ON THE ROAD AGAIN

TRAVEL INDUSTRY BDM

MEL WEST - SALARY \$75K BASE PLUS CAR AND BONUS

We are searching for a Sales Executive who is passionate along with the ability to source and secure new business to join this industry leader. You will have a real drive, passion and understanding of the travel market along with the ability to establish relationships and conduct presentations to secure wins for the business. Be rewarded with a supportive team and be proud to walk through the doors with this product under your arm

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- + LIVE AUCTION BIDDING
- + ONLINE DONATION PORTAL
- + INVENTORY FOR FUNDRAISING
- + % OF EACH SALE SUPPORTS A CHARITY

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