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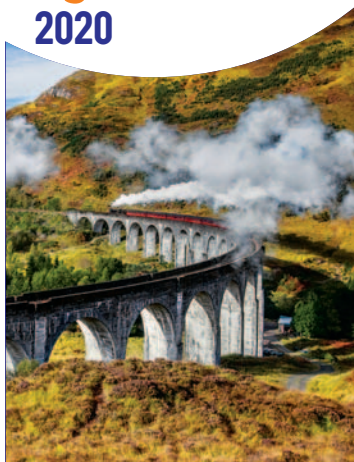
## UA SFO/MEL flight

**UNITED** Airlines is reminding agents the carrier is gearing up to launch its new nonstop *Dreamliner* service from Melbourne to San Francisco from 31 Oct.

For more information, head to **page seven**.



## Scotland by Steam 2020



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## Tempo collapse "travesty"

**AUSTRALIAN** Federation of Travel Agents (AFTA) Chief Exec Jayson Westbury says there are "many questions to be answered" around the collapse of Tempo Holidays & Bentours (**TD** 20 Sep), saying it is a "travesty" that parent company Cox & Kings India has moved to place the Australasian business into administration.

Following the formal appointment of administrators William Buck (see **p2**), AFTA issued an update to members of the AFTA Chargeback Scheme (ACS), noting they will be able to submit claims for any transactions disputed by credit card providers relating to purchases prior to 12pm on 22 Aug 2019, the time

when Tempo Holidays' ATAS participation was suspended.

ATAS members who are not ACS members have been advised to contact the administrators as unsecured creditors of the collapsed company.

Westbury said AFTA was closely watching the administration process, in particular to discover the status of current bookings.

"It is a stark reminder to all within the industry that when an ATAS accreditation is cancelled [for non-compliance with section 2.5(d) of the ATAS Charter]... immediate steps need to be taken to mitigate potential losses for future bookings," he said.

Following the administrator's appointment, the company's 90 or so staff had their emails turned off and were locked out of the office effective 5pm on Fri and told not to turn up for work today.

More from Tempo/Bentours on **page two** of today's *Travel Daily*.

### Today's issue of TD

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

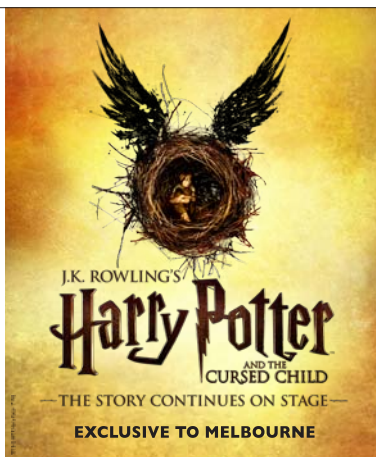
- United Airlines
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## JQ cuts Zhengzhou

**JETSTAR** is suspending its non-stop flights between Melbourne and Zhengzhou in China, with GDS screens indicating the 787-8 twice weekly flights will cease operating effective 04 Dec.

The route was launched just two years ago (**TD** 23 Aug 2017).



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## Monarto \$40m exp

**SOUTH** Australia's Monarto Zoo is set to undergo a major \$40 million transformation which will see "the world's largest safari experience outside of Africa" constructed on the site.

The renovation will also include the addition of a luxury resort, eco-glamping facilities, a restaurant, and function centres.

Federal Tourism Minister Simon Birmingham said the investment would allow the state to take advantage of the strong growth in wildlife tourism.

"With nature and wildlife tourism growing by 10% year-on-year over the past five years, this new experience will turn Monarto Zoo into one of Australia's must-visit nature and wildlife destinations," he said.

The work will be in part funded by Jayco Australia owner Gerry Ryan, following \$15.8m in funding from the Federal and State Govts.

## Tempo administrator named

**COX & Kings India** has formally appointed Laurence Fitzgerald and Michael Humphris of accounting firm William Buck as the administrators of the collapsed Tempo Holidays Pty Limited (**TD 20 Sep**).

The appointment follows a sad day of high drama within the business on Fri, with the industry reeling from the closure of the Tempo and Bentours which by all accounts had been doing well in recent years.

**Travel Daily** has obtained the most recent accounts for Tempo Holidays Pty Limited, which confirm that the company was in a strong position, turning over about \$75 million and more than tripling its annual profit to over \$3 million in the 12 months to 31 Mar 2019.

It held more than \$41 million in current assets, including about



\$4 million in cash, and another \$4 million in monies owing.

However, the figures record a further \$32 million in "unsecured advances to related entities" and note that the company's ultimate parent, Cox & Kings India, had provided a "letter of guarantee over the recoverability" of this internal loan.

The Directors of Tempo Holidays include Cox & Kings Global CEO, Peter Kerkar along with locally based Patrick Tully.

Cox & Kings India on Fri once again announced a further default on more of its commercial debt, reiterating that it was "working closely with its lenders to optimise its asset base globally and bring the situation back to normal as soon as possible". As well as coverage for travel agents using the AFTA Chargeback Scheme (**see p1**), MTA Travel has activated its "Zero Flight Risk" funds guarantee to ensure its 420-plus advisors and their clients caught up in the Tempo failure are not impacted.

MTA also said it had established an emergency team which worked around the clock to make certain travel arrangements are not disrupted by the failure.

**MEANWHILE** more suppliers have stepped forward to support agents with impacted bookings, including 50 Degrees North which has a team on hand to help out with bookings to Norway, Sweden, Finland, Iceland, Greenland and Russia.

Iceland Travel, which has been the ground operator for Bentours and Tempo in Iceland, Greenland and the Faroe Islands for more than 25 years, has asked agents with current bookings in Iceland to discuss them via email to [bookings@icelandtravel.is](mailto:bookings@icelandtravel.is).

Impacted bona fide Bentours and Tempo staff can access a free one-year **Travel Daily** subscription by using the code TEMPOHOLS to sign up at [subs.traveldaily.com.au](http://subs.traveldaily.com.au).

## Creative NZ launch

**INDEPENDENT** cruise wholesaler Creative Cruising has launched in the NZ market for the first time in partnership with First Travel Group (FTG).

Caroline Hitchen, General Manager Creative Cruising, said the company was "extremely pleased" by the partnership and expansion, stating the launch would enable it to service its new network of travel agency partners within First Travel Group.

First Travel Group's Creative Cruising initiative is powered by cruising platform Odysseus and is exclusive to FTG members.

## Mo's role grows

**MOHAMMAD** Nasiry has been promoted to become Manager NSW/ACT for the Express Travel Group with the expanded role complementing his existing responsibilities as the group's Air Contracting Manager where he has been in charge since 2016.

## Vale Barron Hilton

**AMERICAN** business magnate and former CEO of Hilton Hotels Barron Hilton passed away on Thu, aged 91, from natural causes.

Hilton Hotels released a tribute shortly after his death, stating: "Today the world of hospitality mourns for one of the greats... Barron Hilton was an incredible family man, business leader and philanthropist".

He left 97% of his estate to the Conrad N Hilton Foundation.

## Jetstar ups Da Nang

**JETSTAR** Asia will introduce a fifth weekly service between Singapore and Da Nang, Vietnam from 29 Oct.

The new service 3K547 is scheduled to depart Singapore at 7am and cater to demand from business travellers.

Jetstar Asia has carried more than 200,000 pax between the two cities since it first introduced the service in 2015

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Discover what kind of safari you should go on in the September issue of *travelBulletin*.

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## Travel Daily on location in Prince Edward Island

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 currently exploring the eastern coast of Canada, with an unmissable visit to Charlottetown on Prince Edward Island, which inspired the novel *Anne of Green Gables*. It's also the birthplace of the Canadian Confederation, with a range of activities on offer during our stay including a culinary walking tour, a panoramic overview of the destination and a nature walk - along with an opportunity to see the record breaking *Anne of Green Gables - The Musical*.

See all our photos and videos from the trip at online at [facebook.com/traveldaily](https://facebook.com/traveldaily).

## Thomas Cook collapses

**BRITISH** travel giant Thomas Cook has collapsed today, going into liquidation and leaving a reported 600,000 holidaymakers affected around the globe.

According to the company's website, it has ceased trading with immediate effect and all future flights and holidays have been cancelled.

News of the troubled company's demise follows the cessation of its Australian operations in Mar of this year, as well as repeated efforts to find a buyer, including by Chinese firm Fosun (*TD* 17 Sep) in a move to alleviate huge debts.

Thomas Cook Chief Executive Officer Peter Fankhauser released a statement a short time ago apologising to affected staff and customers following the decision to liquidate the business.

"We have worked exhaustively in the past few days to resolve the outstanding issues on an

agreement to secure Thomas Cook's future for its employees, customers and suppliers," Fankhauser said.

"Although a deal had been largely agreed, an additional facility requested in the last few days of negotiations presented a challenge that ultimately proved insurmountable," he added.

Thomas Cook confirmed late last week that it was in discussions to secure £200 million (AU\$369 million) in emergency funding, but talks had ultimately failed over the last few days.

The company employed more than 22,000 people globally, including 9,000 in Britain.

**MEANWHILE** Webjet has released a statement forecasting the demise of Thomas Cook to reduce the FY20 TTV for its WebBeds business by \$150-200 million, as well as loss of up to \$7 million in EBITDA.



## Window Seat

**WE'VE** all sat next to a passenger who is horsing around, but never this literally.

Passengers on a recent American Airlines flight from Chicago to Omaha were shocked to find themselves flying alongside a service pony.

Flirty the horse (pictured at the airport) was well-behaved in the air, with images online showing her pottering up the aisle, and having a snooze.



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## Dunk Island to be restored

**QUEENSLAND'S** cyclone-ravaged Dunk Island is set to be redeveloped, with Australian-owned investment and corporate advisory group Mayfair 101 confirming it has purchased the island for \$31.5m.

Mayfair 101 has outlined plans to position Dunk Island and Mission Beach "as a tourism mecca that celebrates the precious natural environment and attracts a diverse range of tourists nationally and internationally" by investing over \$1.6 billion in the Mission Beach region over the next 15 years.

Mayfair 101 also confirmed it is under contract to purchase 200 tourism-related properties in and around Mission Beach, with a combined value of these of over \$180 million.

It is also exploring opportunities for a potential upgrade to Innisfail Airport (subject to Council approval) to provide access for

commercial flights.

The revitalisation of the area will be overseen by Mayfair 101's subsidiary property development division, Mayfair Iconic Properties.

Mayfair 101 MD James Mawhinney said the works would restore Dunk Island to its former position as Australia's premier island resort destination.

"Located between two world-heritage areas, our vision is to create a tourism mecca with Dunk Island becoming one of the most sought-after island destinations in the Asia-Pacific region."

The Island's resort facilities, which were affected by Cyclones Larry and Yasi, will be key in Mayfair 101's investment.

"Central to our vision is the creation of a series of interconnected tourism experiences that celebrate the area's unique natural beauty, relaxed lifestyle and famed ecology," Mawhinney said.

## Insight Vacations in the house



**THE** team from Insight Vacations treated media to an intimate breakfast inside Sydney's Opera House on Fri to celebrate the guided holiday operator's launch of its 2020 Europe & Britain program.

Speaking at the event, Insight Vacations CEO Ulla Hefel Bohler highlighted a new feature for 2020 dubbed "Insight Choice", designed to give guests greater ability to customise their experiences around the topics of art, fashion, food, local traditions and nature through excursions.

Bohler also spoke about Insight Vacations' commitment to responsible tourism, with the brand having supported over

55 sustainable tourism projects worldwide in conjunction with The TreadRight Foundation.

"For 2019, for every customer that chooses e-documents we planted trees in Tasmania," Bohler said.

"Our e-documents adoption globally has been 74% and is growing and we've been able to plant over 40 acres of trees this year alone," she added.

Also announced was the return of the brand's Ancient Civilisations collection.

Bohler is pictured right, joined at the event by Travel Corporation Australia CEO John Veitch and Insight Vacations Managing Director Alex O'Connor.

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\*See full terms and conditions below.

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\*Emirates Early Bird trade incentive sales period commences 9 September 2019 and ends 1 October 2019 inclusive. Eligible sales are valid on all Emirates tickets departing Australia to destinations as part of the Emirates Early Bird (Rare Fares) campaign and issued on EK (176) ticket stock. Codeshare tickets, excluding select Flydubai destinations to Europe as well as regional and domestic Qantas flights within Australia, are not applicable. Grand Prize: 1,000,000 Skywards Miles to be given away over the four week Early Bird sales period. 250,000 Skywards Miles will be awarded to the individual at the end of each week with the highest sales during the incentive period. Entry and notifying of winners: To enter the promotion, consultants need to email eligible ticketed PNRs along with their Skywards frequent flyer number to [EKAUEarlybird@emirates.com](mailto:EKAUEarlybird@emirates.com) during the incentive period. Every eligible PNR is equal to one (1) entry. Winners will be notified by email within 14 days after the incentive period expires. Infant, cancelled, group bookings or refunded bookings are ineligible. Prizes are non-transferable nor redeemable for cash and any FBT implications are the responsibility of the winning consultant. Emirates reserves the right to cancel or alter the conditions of the incentive at any time. Results will be final and no correspondence will be entered into. Total value of prize is USD 30,000^ (approximately AUD 45,000 at time of publication). All winners must be employed by a recognised travel agency as an international travel consultant at the time of redeeming their prize. To account for refunds and cancellations, points will be deposited into the winning consultant's Skywards account three (3) months from the winning announcement. The redemption of Skywards Miles is subject to the terms and conditions of the Skywards frequent flyer programme. ^Value based on cost of purchasing miles on the [Skywards website page](#).



### ETC signs HI Tours

**EVOLUTION** Travel Collective (ETC) will seek to source new opportunities for Australian and New Zealand-based tour operators and wholesalers looking to expand in the South Asian region, under a new partnership with HI Tours. The destination management company currently provides ground operations for agents and tour operators in India, Sri Lanka, the Maldives, Bhutan and Nepal, delivering around-the-clock customer support.

ETC CEO Pete Rawley said the partnership would provide access to HI Tours' "combination of unique products, high-quality services and competitive pricing that is unmatched in the Indian sub-continent region".

HI Tours CEO Prem Syal said the company was excited to expand its reach into the Australian market, adding that the business was adjusting its service hours to support Australian agents.

### CROSSROADS open

**SINGHA** Estate Public Company has announced that two islands in its major multi-island leisure and entertainment project in the Maldives are now open.

CROSSROADS is the largest single investment ever undertaken in the island nation, with The Marina @ CROSSROADS island featuring 11,000m<sup>2</sup> of retail and entertainment space, while the Hard Rock Hotel Maldives island boasts a Hard Rock Hotel inspired by "memorable music".

The project caters to medium/upscale families and luxury honeymooners.

**MEANWHILE**, Hilton has announced the opening of SAii Lagoon Maldives, Curio Collection by Hilton, a 198-room resort that forms part of the project.

Features of the property include an infinity pool, multiple restaurants & bars, a fitness centre, and a range of water sports facilities will also be available at a 30-berth marina.

**SEVERAL** Australian travel agents are on board *Scenic Eclipse* this week as "the World's First Discovery Yacht" explores the Maritimes region of eastern Canada.

The itinerary kicked off in Halifax, the capital of Nova Scotia, which was in sparkling form, despite a recent brush with Hurricane Dorian.

Heading north to Louisbourg, Rose Blanche and Prince Edward Island will see passengers explore *Anne of Green Gables* territory, before turning around to the final destination of New York, via

Lunenburg, Boston and the island of Martha's Vineyard.

Each stop provides an opportunity for local exploration as well as unique experiences via the ship's two on-board helicopters, fleet of sea kayaks and the submarine, which is expected to take guests to visit a shipwreck later in the week.

**Pictured** making the most of the luxe on-board bar are: Scenic Groups Manager, Jade Sinclair; Helloworld Mackay's Jill Johansen; and Scenic Senior Product Coordinator Ashlee Kembrey.



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## EXPLORER DREAM

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Sydney - Newcastle - Gladstone - Sunshine Coast - Brisbane - Sydney

**24 NOV 2019 (7 NIGHTS)**

Sydney - Newcastle - Gladstone - Brisbane - Sunshine Coast - Sydney

Inside fr \$785 pp; Oceanview fr \$1075 pp; Balcony fr \$1575 pp;

Palace Suite fr \$2757 pp; Deluxe Suite fr \$2843 pp

### QUEENSLAND - CRUISE FROM BRISBANE

**1 NOV, 8 NOV, 15 NOV 2019 (7 NIGHTS)**

Brisbane - Sydney - Newcastle - Gladstone - Sunshine Coast - Brisbane

Inside fr \$785 pp; Oceanview fr \$1075 pp; Balcony fr \$1575 pp;

Palace Suite fr \$2757 pp; Deluxe Suite fr \$2843 pp

**22 NOV (6 NIGHTS)**

Brisbane - Sydney - Newcastle - Gladstone - Brisbane

Inside fr \$677 pp; Oceanview fr \$926 pp; Balcony fr \$1354 pp;

Palace Suite fr \$2367 pp; Deluxe Suite fr \$2441 pp

**28 NOV (8 NIGHTS)**

Brisbane - Sunshine Coast - Sydney - Newcastle - Gladstone - Mooloolaba - Brisbane

Inside fr \$903 pp; Oceanview fr \$1234 pp; Balcony fr \$1806 pp;

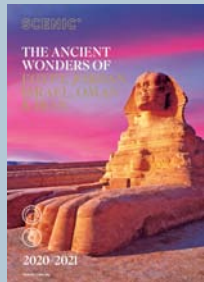
Palace Suite fr \$3157 pp; Deluxe Suite fr \$3255 pp

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## 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](mailto:brochures@traveldaily.com.au).



### Scenic - The Ancient Wonders of Egypt, Jordan, Israel, Oman & Iran 2020/21

Scenic's new brochure, The Ancient Wonders of Egypt, Jordan, Oman & Iran, features trips exploring emerging markets such as Israel and coastal sultanate of Oman. Key itineraries in the new brochure include the 12-day Treasures of Egypt, 14-day Egypt in Depth, 26-day A Journey Through Antiquity and 26-day Wonders of the Nile, Jordan and Oman. Travellers who book before 28 Feb can take advantage of Scenic's earlybird offers, including free companion flights when booking any Egypt, Jordan, Israel or Oman tour of 14 days or less. Flights are also included for select Ultimate Journeys and can be upgraded to Business from \$2,995pp.



### Cruise Croatia - Small Ship Cruising 2020

Australian-owned small ship cruising operator Cruise Croatia has released its 2020 brochure featuring new ships and itineraries, increased departures and more variety. The 44-page program showcases the largest collection of deluxe and first-class vessels in the market. New for 2020 is the 11-day cruise-tour from Dubrovnik to Rijeka on board *MS My Wish*, including day trips to Montenegro and Bosnia & Herzegovina. Another highlight is the introduction of the 18-day Splendours of Greece and Croatia cruise-tour. There is also a number of incentives available for clients, including earlybird savings of up to \$1,300 per cabin on selected deluxe cruises, and \$300 per couple in Discover More Travel Vouchers on select 2020 itineraries.

## Viva says g'day to LA



**VIVA** Holidays recently hosted a group of agents on a Los Angeles and Santa Monica famil in conjunction with Fiji Airways and Bonotel.

Highlights of the famil included a bike ride along Santa Monica State and Venice beaches, a stroll down the Hollywood Walk of Fame, and visits to Universal Studios and the Citadel Outlets.

**Pictured** playing a starring role in the famil are: Kate O'Farrell, Viva Holidays; Lynn Baker, Helloworld Travel Nambucca Heads; Kate Mounsey, Maria Slater Travel; Danielle McCaughey, Helloworld Travel Cranbourne; Joanne Everson, Helloworld Travel Settlement City; Margaret Sibraa, Viva Holidays; and James Carroll, Helloworld Travel Lake Haven.

## MEL numbers up

**MELBOURNE** Airport's passenger numbers have stabilised in Aug following a 0.6% decline in Jul on Jul 2018.

Passenger numbers were up 0.5% for Jul compared to the same time last year, with the biggest jump coming in int'l passengers, with more than 947,000 travelling on an overseas service, a growth of 0.7%.

Domestic numbers also increased, up 0.4% to 2,171,265.

## Cebu in-flight meals

**CEBU** Pacific Air will introduce a new range of in-flight meals from Oct.

The fresh menu includes both traditional Philippines dishes, such as Pinoy spaghetti, lechon paksiw, slices of lechon and beef salpicao, as well as international favourites like Hainanese chicken rice.

New menu options are able to be pre-booked now.



## Our Seoul journey starts in December

**Seoul launch event – Vibe Hotel Surfers Paradise - 08/10/19**

First 50 respondents to [Sales@Jetstar.com](mailto:Sales@Jetstar.com) with the subject: ICN Launch will be invited to attend and could win 2 return tickets to Seoul\*

**Start your Seoul journey**



\*Subject to Government and Regulatory approval.

### EDITORIAL

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

**Editor** – Jasmine O'Donoghue

**Contributors** – Adam Bishop, Sarah Fairburn, Nicholas O'Donoghue, Myles Stedman, 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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If you enjoy working in the travel industry but want to step away from a sales position & step into a more after sales, customer support role, then you are in luck! We have an opportunity available for an experienced Travel Consultant with a keen eye for detail. You will be handling customer enquiries after they have booked, amendments, add ons, initial customer feedback, documentation & general administration duties. Fast pace, fun office dynamic, along the BNE river. APPLY NOW!!!

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We are looking for a Corporate Domestic Consultant to join their team booking all air travel, transfers, accommodation, car hire and ancillary requirements and managing visa and health requirements to ensure all journeys are a complete success. An award winning brand with a great reputation and high staff retention this is the perfect opportunity for the right candidate to establish themselves and grow from strength to strength. A new modern office location close to transport.

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For more information please call Sarah on  
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### **Ski Specialist - Wholesale Travel**

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