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More info on **page six**.

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## Delta swoops on LATAM

**DELTA** Air Lines has acquired a 20% stake in airline holding company LATAM Airlines Group for US\$1.9 billion (A\$2.81 billion), which DL claims will combine “the strengths of the leading airlines in North and Latin America”.

As part of the purchase, Delta revealed it would also make a significant cash injection into its new partner airline, including US\$350 million to support the “establishment” of the deal.

Delta has also agreed to acquire four A350 aircraft from LATAM, in addition to buying 10 more of its A350 aircraft to be delivered

between 2020-2025.

LATAM’s executive structure will also change under the terms of purchase, with Delta to be represented at the board level.

The deal has led to LATAM walking away from oneworld membership, with the airline alliance stating it was “disappointed” to learn of LATAM’s move but respected its decision to do so.

Aussie carrier Qantas has also been quick to clarify the deal will not affect its codeshare arrangements with LATAM.

“Qantas and LATAM have agreed that the bilateral agreement we have works well for customers and we will look for opportunities to enhance it in future,” a spokesperson for the airline said.

The news is a blow to American Airlines which had been pursuing a JV agreement with LATAM.

### Today's issue of TD

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

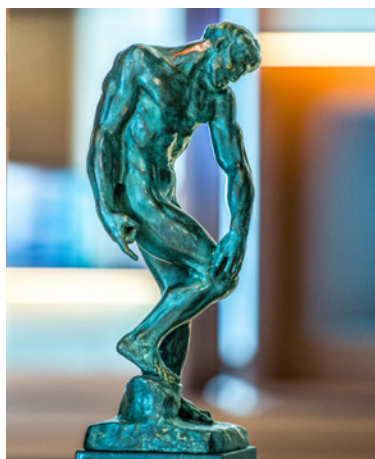
- italktravel at home
- Travel Trade Recruitment

## Daxing takes off

**THE** first commercial flights have taken off from Beijing’s new Daxing International Airport this week - officially becoming the world’s largest airport terminal.

The mega air hub is expected to handle a massive 72 million passengers a year.

**MEANWHILE** the last service took to the air from Beijing Nanyuan Airport this week, officially retiring civilian services.



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## NCLH restructure

**NORWEGIAN** Cruise Line Holdings (NCLH) formerly announced two changes to its Aussie sales team (**TD** 30 Aug), with Gillian Seller appointed to the role of Director of Sales, ANZ for its RSSC brand, while Trevor Thwaites has been made Director of Sales, ANZ at Oceania Cruises.

“These new appointments will ensure that we can meet the increasing demand head on,” said NCLH’s Steve Odell.

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## BA profit warning

**INTERNATIONAL** Airlines Group, the parent company of British Airways, has detailed a hit to its forecast profit due to the strike by pilots earlier this month.

It's estimated the walkout by members of the British Airline Pilots Association (BALPA) has so far cost more than £120 million, while other issues such as threatened industrial action by workers at Heathrow Airport had a further £30 million impact.

IAG now expects its 2019 operating profit to be €215 million lower than last year.

The pilots' pay issues remain unresolved, with the company saying there had been no further talks between BALPA and BA.

"The airline's offer of an 11.5% pay increase over three years still stands and has been accepted by British Airways' other unions," the company said, noting further industrial action would have an additional impact on profit.

## US travel forecast to grow

**THE** number of Australian travellers heading to the United States in 2019 is predicted to rise 2%, Visit USA revealed at its Mid-Year Review in Sydney last night.

The event saw the presentation of the latest visitation figures released by the US Commercial Service, showing Australia is the 11th largest inbound market for the States.

A whopping 1.36m Aussies touched down in the US in 2018, 87% of which were travelling for leisure and 13% for business.

They had an average length of stay of 19 nights, a steady figure on 2017 but a decline from the 22 nights in 2016.

Australians are travelling year-round to the US, but the most popular months are between Apr-Oct and Dec-Jan.

"It's a really great destination for Australian travellers, no matter what age they are," Visit

USA President Lucy Rowe told **TD**.

Once they touch down in the US, most travellers are on average, spending their time in two states visiting three cities.

"Australians don't just land in one spot and look at it, they'll travel and that's the great thing about Australians because they have no fear of driving further and seeing more," Rowe said.

In 2018, California claimed the lion's share of Australian visitors (44.54%), followed by Hawaii (27.18%), New York (22.93%) and Nevada (19.12%).

Rowe said direct flights from Australia to the US had strengthened travel by Australians, seeing them travel further into the country.

"They are impacting the way Australians look at their travel because they're already halfway across the country before they've even gotten off the plane."

## Travel Daily

### en route to Martha's Vineyard

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

**THE** final portion of our **Scenic Eclipse** voyage sees us call at the famous resort island of Martha's Vineyard en route to New York, our final port of call.

The summer retreat off Cape Cod provides a charming backdrop for a day of Scenic Freechoice activities including a walking tour, a visit to an oyster farm or a kayaking excursion.

The cruise ends tomorrow as **Eclipse** sails into New York Harbour, with a final rundown of the large variety of onboard dining options featured in our latest video from the ship at [traveldaily.com.au/videos](http://traveldaily.com.au/videos).

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\*Offers correct as of 20 September 2019 and are subject to change or withdrawal. Offer ends 30 September 2019 unless extended. For full terms and conditions click here.

Why do travellers want to visit Chernobyl? Find out about the rise of dark tourism in the September issue of *travelBulletin*.

**CLICK to read**  
**travelBulletin**

## Saudi's big tourism push

**SAUDI** Arabia has "opened to tourists around the world" as part of a plan to reduce the kingdom's dependence on oil and diversify its economy.

Details of a new visa regime will be announced tonight at a gala event in the capital Riyadh, with tourism identified as one of the key sectors to grow in the country's Vision 2030 plan, which was unveiled in 2016.

Despite Smartraveller advice for the Kingdom listed at "reconsider your need to travel to Saudi Arabia due to the threat of terrorist attack", Saudi Arabia is expecting to increase international and domestic visits to the destination to 100 million a year by 2030, when the aim is for tourism to contribute up to 10% towards the Saudi GDP, compared to just 3% today.

In order to achieve the goal, the kingdom is spending billions

of dollars, with a number of new tourist destinations currently under construction, including the futuristic city of NEOM and the Qiddiya entertainment city.

Saudi airport capacity is expected to increase by 150 million passengers per annum and an additional 500,000 hotel key cards are planned across the country over the coming decade.

Saudi Commission for Tourism and National Heritage Chairman Ahmad Al-Khateeb said "opening Saudi Arabia to international tourists is a historic moment for our country".

"Visitors will be surprised and delighted by the treasures we have to share - five UNESCO World Heritage Sites, a vibrant local culture and breathtaking natural beauty."

DFAT also advises Australians to not travel within 30km of the border with Yemen.

## ATOL is a-okay

**VISITBRITAIN** Director Asia Pacific, Middle East & Africa Tricia Warwick said the collapse of tour giant Thomas Cook (**TD 23 Sep**) reinforced the importance of consumer protection, such as ATOL, in the British travel industry.

"The re-protection of those people is guaranteed without fighting over who's paying for what," Warwick told *Travel Daily*.

"As much as it might be a big sum of money to cover this is when you need it."

While lamenting the collapse of one of the country's predominant travel brands, Warwick denied there would be an effect on the industry in Britain.

"From a long-haul travel point of view, we're less affected, and when we look at the low-cost carriers into Europe, there's a lot of capacity, so it's not like you're constraining the ability of people to visit."



## Window Seat

**BOUTIQUE** hotel Zagame's House in Melbourne is going fur-friendly, inviting pets to come and stay at the newly opened property in Carlton, offering a number of services to make your fur baby feel at home, including in-room dining.

To celebrate, Zagame is searching for its "Top Fur Model" this month, with the winning duo receiving two nights accommodation and a slate of other prizes - see **HERE** for details, and see below for our submission!



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## Visit USA's Mid-Year Review



**VISIT USA** welcomed 60 of its key members and product & airline reps in Australia to its Mid Year Review yesterday, updating attendees on the 2018 figures which have been released by the US Commercial Service.

Monique Roos from the US Commercial Service provided an insight on visitation trends to the US from the Australian market, highlighting that the amount of travellers who call on travel agents as a source of information has remained steady, at 41%.

Attendees were also updated by Las Vegas Convention and Visitors Authority (LVCVA) Global Vice President of Sales Chris Meyer which in 2020 will play host to the US Travel Association's inbound travel trade show, IPW 2020.

Meyer called for non-stop services from Australia to Las Vegas, highlighting that over

375,000 Australians visit the destination each year.

"We continue to talk to airlines about getting some non-stop service from Australia into Las Vegas," he said.

**Pictured** are: Karen Prideaux, Visit USA Event Manager; Justine White, Visit USA; Lucy Rowe, Visit USA President; Jessica Luxton, LVCVA; Chris Meyer, Global Vice President of Sales, LVCVA; Anne Lee, LVCVA; Shannon Davis, Visit USA PR Manager and David Smiedt, MC.

### Southbank addition

**DEVELOPERS** of a new hotel in Melbourne's Southbank are calling for hotel operators with a lifestyle focus, to submit expressions of interest.

Cre8tive Property is managing the hotel operator selection process for the 199-room hotel, which will be located on Clarke Street in Southbank and form part of a new, 69-storey mixed-use tower which will also have residential apartments and co-working spaces.

Set to open Jan 2024, the hotel will have a ground floor restaurant and bar, conference and event spaces, two swimming pools, a gym and yoga studio, rooftop observatory and sky garden and a Club Lounge.

Cre8tive Property MD Andrew Taylor said, "Newcity Development is creating a space that is going to become a mecca for locals and guests to the city."

### Hilton Garden Inn

**HILTON** has signed its second Hilton Garden Inn for Australasia this year, with Hilton Garden Inn Bundoora slated to open by Q1 2021.

The 168-room newbuild will be located in Bundoora, approximately 19km north of downtown Melbourne, and be a part of Polaris 3083 - the largest master planned development in the Melbourne's inner-north.

Hilton Garden Inn Bundoora will offer an all-day dining restaurant and bar, a fitness centre and 127m<sup>2</sup> of event space.

### Make Travel Matter

**THE** Travel Corporation (TTC) and TreadRight are encouraging travellers to stand and support sustainable and conscious travel, with the Make Travel Matter Pledge, as part of celebrations for World Tourism Day today.

TTC Chief Executive Officer Brett Tollman said the pledge was "another step on our journey and an impactful one as it as it further solidifies our commitment to helping protect the destinations we work with, its communities and local wildlife".

"As responsible travellers, TreadRight's ethos has become part of our company's DNA and what we stand for, and we share our pledge with our guests as well as partners in hopes they will join us," he said.

**CLICK HERE** to find out more and to sign the pledge.

### Resort fees axed?

**LEGISLATION** was put before US Congress on Wed that would prohibit the practice of charging hidden resort fees.

In recent months, prosecutors have filed lawsuits against major hotel groups for charging deceptive and misleading resort fees that are not clearly advertised, with the DC Attorney General in Jul bringing a suit against Marriott for charging deceptive and misleading resort fees that hide the true cost of a booking (**TD** 22 Jul).

Consumer advocacy group Consumer Reports Director of Financial Policy Anna Laitin said "travellers shouldn't have to read the fine print to figure out all the fees they'll be charged for staying at a hotel".

### Cutting emissions

**THE** World Travel and Tourism Council (WTTTC) in conjunction with the United Nations Framework Convention on Climate Change and 50 member CEOs is calling for climate-neutrality by 2050.

The organizations have launched a new action plan called OSCARS to encourage members to focus on environmental sustainability.

WTTTC President, Gloria Gurvara, said OSCARS was designed to help the industry to "drive real change" and contribute to environmental challenges.

## TECHNOLOGY UPDATE

Today's Technology Update is brought to you by Tramada Systems Pty. Ltd

### To 2FA or not to 2FA



Hackers are hungry for your passwords. That's the OAIC's recent message when reporting that one in three data breaches

last quarter were caused by compromised credentials, i.e. log-in information and passwords used to gain unauthorised access.

It's a timely reminder that protecting passwords involves careful choice, making them difficult to guess and being wary of emails requesting password changes.

Technology can also help make your business more secure. Process automation-central to the value proposition of *tramada*<sup>®</sup> - removes many manual tasks and further reduces the risk of human error.

The system itself features strict controls and protocols that are regularly tested and improved. It's also Payment Card Industry Data Security Standards (PCI DSS)-compliant, including password management and access restriction by IP address or range, while its software code adheres to Open Web Application Security Project (OWASP) guidelines, the de-facto standard for security best practice.

Another *tramada* strength is two-factor authentication (2FA). Similar to your bank login, which typically involves a six-digit code delivered by SMS or email that's required to log into the system.

We offer 2FA to users as an option, but for clients who share our passion for security, to 2FA or not 2FA isn't a choice - it's a no-brainer.

To learn how *tramada* can help secure your business, [contact us](#) today.

*Susan Enners, Country Manager Australia/New Zealand, Tramada - your travel technology partner*





### Ascott acquisition

**CAPITALAND'S** wholly owned lodging business unit, The Ascott Limited (TAL), is investing in a S\$192 million (AU\$202.2 million) freehold property in North Sydney.

To be named Citadines Walker North Sydney, the investment will be made through the Ascott Serviced Residence Global Fund, which is held along with Qatar Investment Authority.

The serviced residence is part of a 48-storey integrated development which will include office and retail components, and will be the tallest tower in North Sydney upon its 2021 completion.

Today's announcement comes alongside the signing of 13 other property contracts by TAL.

### RCI amps it up

**ROYAL** Caribbean International will invest US\$110 million into *Explorer of the Seas* ahead of its 2020 summer season in the Eastern Mediterranean.

Featuring in the additions are The Perfect Storm duo of waterslides, Giovanni's Italian Kitchen, a redesigned, resort-style poolscape with signature poolside bar The Lime & Coconut; and transformed kids and teens spaces.

**MEANWHILE**, Royal Caribbean Cruises also launched 1,400 sustainable tours this week across its slate of brands.

Available now for booking, the initiative began as part of the company's 2020 World Wildlife Fund targets.

**AUSTRALASIA'S** largest apartment hotel network has made its debut in the United Kingdom with the launch of Quest Liverpool City Centre.

Pinpointed as a "point of entry for Quest's UK expansion", the property offers 100 premium serviced apartments in Liverpool's business district.

It is located in former commercial office space which underwent a £10 million (AU\$18.3m) conversion.

Quest founder and Executive Chairman Paul Constantinou said despite headwinds brought on by Brexit and stiffer competition in the hotel sector there was still a growing demand for business travel accommodation.

"There are plenty of serviced apartment operators in the UK, but we have certainly identified an opportunity to grow market share of the apartment hotel sector as a proportion of the overall accommodation market in the UK," he said.

Quest is planning to introduce its franchise business model in the UK market once a critical mass has been achieved, with Birmingham, Bristol, Leeds, Manchester, Edinburgh, Glasgow, Belfast and commercial areas of Greater London currently flagged as potential sites.

A studio apartment at the property is **pictured**.

## TRAVEL SPECIALS



**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au)

Savings of almost US\$1,600 per couple are available on Mississippi cruises with free cruise extensions in New Orleans or Memphis through **American Queen Steamboat Company**. Including a pre-cruise stay, drinks with dinner and shore excursions, deals are valid for bookings by 30 Nov for the 02 Mar and 16 Nov departures, with prices starting at US\$3,935 - **CLICK HERE** for more.

**Malaysia Airlines** is offering travellers up to 50% off flights and hotels on its MHHolidays Flash Sale. Valid from today until 30 Sep for travels between 24 Sep and 30 Apr, the deal includes a checked baggage allowance of 20kg for Economy travel to international destinations, and complimentary meals. To book, **CLICK HERE**.

Clients can trek the Inca Trail with **Adventure World Travel** and receive a free Inca Trail Permit, for travel between 01 Oct and 30 Apr. Starting from \$1,755 per person, this offer is on sale until 31 Oct - **CLICK HERE** to book.

**Regent Seven Seas Cruises** has released a new offer for 2020 European itineraries, with guests able to access 25% off select sailings. The deal also includes a reduced deposit of 10% for bookings made before 30 Sep - call 130 455 200 to book.

### Hapag godmother

**HAPAG-LLOYD** Cruises' has named Dutch sailor Laura Dekker as godmother of its new expedition ship *Hanseatic Inspiration*.

The second of three new ships of its kind, *Inspiration's* naming ceremony will take place on 11 Oct in the Port of Hamburg, and will be hosted by Luxembourgish physicist Ranga Yogeshwar.

Guests at the naming ceremony will follow proceedings live on the water from Zodiacs.

*Hanseatic Inspiration* has capacity for a maximum of 230 guests.

### Visit Cali records

**VISIT** California is hailing 2018 as a record year for its tourism industry, including a new high mark in travel spending.

Visitors to the state spent a record US\$140.6 billion, an increase of 5.4% over 2017, which included US\$13.95 billion in ad-influenced spending and US\$28.3 billion in international visitor spending.

Overall, international tourists spending increased 4.3% on the prior year, with over 18.1 million overseas visitors taking in the state.

California also marked a record high in hotel occupancy of 75%.

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For more information please call Paul on  
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For more information please call Antony on  
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#### Hotel BDM - Northern Suburbs VIC, Lucrative Salary + Bonuses, Ref: 4227AB2

BDM required for Northern Suburbs hotel. My clients are searching for a team member who will be responsible for local sales and business development in the area. You'll be working closely with senior management and the owners to seek new business and build clientele. Build, manage, and maintain accounts for this widely known and reputable Hotel Company. Come work for this team where your experience in sales will be valued and well rewarded. Interested? Contact me ASAP and APPLY NOW!

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

#### Corporate Travel Consultant BNE, Salary + Comms, Ref: 4039MT1

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For more information please call Amanda on  
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#### Online Travel | Wholesale Cruise BNE, Salary + Uncapped Coms + Cruise Famils, Ref: 3978AW4

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