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Excite Holidays goes down

EXCLUSIVE

SUPPLIERS to the collapsed Excite Holidays are believed to have cancelled all of the company's forward bookings, after administrators were formally appointed late on Fri (**TD** breaking news Fri and Sat).

Excite is no longer taking calls, and staff, whose leave had been extended by a week and were expecting to return to work today, are now facing unemployment.

The collapse came despite the company repeatedly reassuring agents of its financial health since withdrawing from the AFTA Travel Agent Accreditation Scheme just over 12 months ago, as well as announcing a "exciting deal" was in the works just a week ago.

The scale of the collapse is unclear at this stage, with

administrators Morgan Kelly, Phil Quinlan and Amanda Coneyworth from KPMG convening a first meeting of creditors for 11am on Wed 22 Jan in Sydney.

Five Australian-based entities are involved - Excite Holidays (Australia), Global Travel Holdings, Global Travel Specialists, Events NG & Travel Serv Co Pty Limited.

KPMG has nominated Henry McCullough on 02 9335 8137 as a contact person, along with a special email address at au-fmexcite@kpmg.com.au.

Travel Daily is offering a free subscription to impacted Excite staff, who can use the coupon code "EX-EXCITE" when signing up for a one-year subscription at subs.traveldaily.com.au.

Anyone with further info on the Excite collapse can confidentially let us know via our special WhatsApp tip line - **CLICK HERE**.

Express support

"**INDEPENDENT** does not mean alone" according to Express Travel Group, which is today highlighting the extensive suite of support tools it provides to its over 700 travel agency members across Australia - see **page seven**.

Today's issue of TD

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

- Express Travel Group
- Travel Trade Recruitment



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Crystal PR in-house

CRYSTAL Cruises has brought its public relations activity in-house for Australia & New Zealand.

The Sydney PR team will manage the day-to-day press office function, media familiarisation program, social media and industry relations.



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Reho bookkeeper sentenced

A BOOKKEEPER who stole \$100,000 from Melbourne-based corporate travel specialist Reho Travel has been sentenced to a three-year community corrections order.

Enza Testa pleaded guilty to obtaining financial advantage by deception after she began funnelling false payments to accounts held by a "friend or associate", masked as false invoices to the company's corporate clients, according to the *Herald Sun*.

She was sentenced in the County Court on 19 Dec, with the court hearing the money was used to fund her meth and gambling addictions.

The payments ranged between \$300-\$5,500 and began in Oct 2015, just three months after Reho took over the company

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which formerly traded as NGT Travel (**TD** 06 Jul 2015).

The embezzlement ceased after Reho Travel CEO Karsten Horne received a tip-off in Oct 2017 and conducted an internal investigation.

Judge Rosemary Carlin said Testa had committed a "gross breach of trust".

"It may be assumed the new owners relied heavily on you as an experienced, long-term employee," she said.

"Instead of assisting them in their new venture you embarked on your own venture of deceit which only ceased when your activity was detected."

Apollo fire impact

APOLLO Tourism & Leisure has issued a trading update advising it will be challenging for the company to reach its underlying FY19 new profit of \$14.7m in FY20, given the impact of the bushfires across Australia.

The company said the extent of the impact of the bushfires on Australian rental bookings in H2 FY20 is unclear at this stage and cited a reduction in domestic last minute summer bookings in Australia and a subdued global RV sales market.

Apollo said global media reporting of the bushfires would also impact forward bookings and advised it would provide an update in its half year results, to be released on 25 Feb.

SA tourism change

SOUTH Australia's Tourism, Trade and Investment Minister David Ridgway has been relieved of his tourism portfolio, with the state's Premier Steven Marshall taking on the job directly for the foreseeable future.

The decision was precipitated by massive devastation caused by bushfires to major tourist attractions in the state, including the Adelaide Hills wine region and Kangaroo Island.

Marshall told the media over the weekend that he would take control of the state's \$7.6 billion tourism industry to ensure South Australia recovers in the wake of being "hit for six" by the fires.

"Ever since 20 Dec, our fortunes have changed in South Australia and it hasn't been good - I think we've been kicked in the guts in terms of what Mother Nature has thrown at us," he said.

Marshall said the decision also made sense because Ridgway was forced to spend a lot of time overseas because of his Trade portfolio, however Shadow SA Treasurer Stephen Mullighan claimed the decision was attributable to Ridgway overseeing a string of tourism blemishes, including the polarising Old Mate campaign and a drop in international visitation.

MEANWHILE Tourism & Transport Forum's Chief Executive Officer Margy Osmond welcomed the move, hailing the "proactive" approach to the economic recovery efforts needed in SA.

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Reflect with us on the year that we've had in 2019 in the December issue of *travelBulletin*.

[CLICK to read](#)

travelBulletin

Citilink links with Avalon

GARUDA low-cost subsidiary airline Citilink Indonesia will commence operating daily flights between Melbourne (Avalon) and Denpasar, Bali, from 24 Jan.

The route will be operated by a 178-passenger Airbus A320neo, and is scheduled to depart Avalon at 12.50pm local time, with the return flight landing at 8.50am each day.

"We're excited to be able to make one of Australia's most beloved holiday destinations a more affordable and easier experience for people wanting a great escape," said Avalon Airport Chief Executive Officer Justin Giddings.

"Bali is our most requested international destination and one that we have been actively pursuing for some time...it's an honour to introduce this airline to the region, and make Bali more accessible for Melbourne,

Geelong and regional Victoria in particular," he added.

Citilink CEO Juliandra Nurtjahjo also welcomed the new arrangement, hailing the deal as a major first for the carrier.

"Citilink has become the first airline serving Denpasar and Avalon Airport route and we hope this will provide more options for people who want to visit Denpasar and vice versa," he said.

Citilink also said it was confident that it would reach its seat load factor target of 70% for the Denpasar/Melbourne route.

Bali continues to be a popular tourist destination for Australian tourists, recording an annual visitation of almost 1.2m visitors.

The latest deal also adds further international credentials to Avalon Airport, which only last year signed a deal with Vietjet for flights to Ho Chi Minh City (**TD** 27 Aug 2019).

Excite assistance

BEYOND Travel has offered assistance to agents and clients affected by the collapse of Excite Holidays (**TD** 09 Jan), offering rates at cost & extra trained staff.

"Staff will aim to process all requests as quickly as possible and will prioritise by booking service date," Beyond Travel CEO Michael Lavilles said.

Accommodation wholesaler Stuba is also lending a hand, giving "mates rates" for agents affected by Excite's closure, with new bookings and the original dishonoured booking to be sent to excite@stuba.com.

International Rail has meanwhile announced that a full complement of staff will be available to assist agents and their clients during the "challenging period", while Infinity Holidays told **TD** that it was "here to assist the industry with Excite Holidays bookings", 24 hours a day, seven days a week.



Window Seat

FOR reasons we may never truly understand, a plane passenger recently tried to flush an entire roll of toilet paper at once, tearing the dispenser off the wall in the process.

Skateboarder Sean Bolis from California was on a flight home when he decided he wanted to "karate chop" a stream of flushing paper and film it.

Bolis said he started to "freak out" when the bathroom began to rip apart, but ultimately conceded he found the whole incident "hilarious".



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Bushfire update

DESTINATION NSW is working with New South Wales' six destination networks to audit the impact of the fires on tourism infrastructure, product and experiences.

With a goal of understanding and guiding the development of a plan to promote statewide travel in NSW once it is safe to do so, Destination NSW is also encouraging visitors to the state to maintain their travel plans and bookings, while remaining vigilant and seeking the most up-to-date information prior to departure.

MEANWHILE, the blaze on Kangaroo Island remains uncontrolled, but most tourism attractions and experiences to the east of the island have not been impacted by the fire and will look to resume usual business hours as they are able to.

Sealink Travel Group's Vivonne Bay Lodge on the Island has received significant damage from the fires.

Smarttraveller Iran

SMARTTRAVELLER is reminding travellers in Iran their options to leave may be limited if tensions escalate, warning Iran's security situation "remains volatile and could deteriorate with little or no warning".

The level of advice remains at "reconsider your need to travel".

Dubai Int'l flood

FLOODING at Dubai International yesterday has caused cancellations and delays and some flights have been diverted to Al Maktoum Int'l.

Dubai Airports confirmed operations at Dubai Int'l continue to be affected by heavy rainfall, & with additional rain expected later in the day, disruption is expected to continue for the next 24 hours.

Emirates is urging customers to check their flight status, with pax affected by cancellations automatically rebooked on the next available flight.

Associating with the Rhine



TRAVEL Associates last month hosted a famil with Avalon Waterways, with the group sailing along the Rhine River.

A total of 14 Travel Associates advisers were on the eight-day Romantic Rhine River Cruise hosted by Avalon Waterways National Account Manager Mitch Spencer, 12 of which are part of the recently launched Cruise Boutique brand (**TD** 21 Aug 2019).

After taking off from Amsterdam, the group sailed to Cologne, Koblenz, and Heidelberg in Germany, Strasbourg in France, and Breisach in Germany's Black Forest before disembarking in Basel, Switzerland.

"The Avalon product corresponds perfectly with what the Travel Associates client is looking for: immersive experiences with a local flavour, and an in-depth look at local arts and culture in a luxury boutique environment," said Travel Associates National Marketing Manager Adam Townson.

Spencer and Townson are **pictured** in front of Mary Kelly, Nerida Hornshaw, Shelley Jacquemin, Peter Wooley, Kirston Lindley, Brook Mocha, Greta Henderson, Damian Clark, Jessica Taylor, Deborah Footner, Amber Foster, Owen Salvacion, Caro Napier and Noeleen Bailey.



The back to holidays sale

Sydney to Gold Coast

from **\$89*** economy one way

Melbourne to Auckland

from **\$219*** economy one way

Brisbane to Tokyo (Haneda)

from **\$719*** economy return

Sale ends 21 January 2020.



*Travel periods and conditions apply. Fares on sale from 13 January 2020 until midnight 21 January 2020 unless sold out prior. Departing from Sydney to Gold Coast, one-way economy Getaway fare, for travel from 2 May 2020 until 24 June 2020 and 22 July 2020 until 16 September 2020. Melbourne to Auckland, one-way economy Getaway fare, for travel from 30 April 2020 until 26 June 2020. Departing Brisbane to Tokyo (Haneda), return economy Getaway fare, for travel from 28 April 2020 until 17 June 2020 and 28 July 2020 until 10 September 2020. Blackout periods may apply.

Westin wellness in Ubud



WESTIN Hotels & Resorts has opened The Westin Resort & Spa Ubud, Bali.

The property is designed around the brand's "Eat Well, Move Well and Sleep Well" pillars and features 120 rooms, suites & villas, including two private Pool Villas.

It offers numerous dining options, including all-day dining venue Tabia, serving international cuisine, local specialties and healthy dishes; Tall Trees, where fresh ingredients are cooked in

a wood-burning oven; and The Lobby Bar, providing light bites, cocktails and drinks.

There's also a spa with five treatment rooms, four outdoor spa pavilions overlooking the natural scenery, a jacuzzi and steam room and a fitness centre.

The Westin Resort & Spa Ubud, Bali, offers an infinity pool and 160m² of meeting spaces.

A room is **pictured**.

Iran outrages IATA

THE International Air Transport Association (IATA) has expressed "outrage" over the inadvertent downing of a Ukraine International Airlines flight by the Iranian military in Tehran last week (**TD** 10 Jan).

"To honour the memories of the 176 innocent souls aboard flight PS 752, no effort should be spared to make sure that such a tragedy is never repeated," the industry body said in a statement.

South Sea cyclone?

SOUTH Sea Cruises & Awesome Adventures Fiji has warned that its cruise services will likely be suspended mid this week due to a tropical cyclone brewing in waters northeast of Fiji.

The company said it was "tracking all relevant weather forecasts", with its next advisory to be issued on or before 10.00am tomorrow.

GC superyacht plan

THE Queensland Government has announced it would inject \$2m into making the Gold Coast a major superyacht tourism hub.

The funds will be allocated to the Southport Yacht Club at Main Beach to help fast-track the construction of a large berthing facility, which is expected to be completed by Oct.

Queensland State Development Minister Cameron Dick unveiled the funding as part of the Government's \$60m investment in The Spit Master Plan, claiming that superyacht tourists would be a highly lucrative asset to the city's economy.

"Superyacht passengers spend more when they are in town, they have a much higher onshore spend on food and beverages, dining and other experiences," he told the *Gold Coast Bulletin*.

Cathay cont JFK

CATHAY Pacific will continue to operate 25 weekly flights to New York JFK for the winter 2020 schedule, starting from Jul 2020.

These are all non-stop flights from Hong Kong.

Perth flight talks

WESTERN Australian Tourism Minister Paul Papalia is currently visiting Shanghai, where he is discussing with China Eastern Airlines the opportunity for an ongoing service between Shanghai and Perth.

A season trial of the route began yesterday (**TD** 26 Sep 2019), and will run until 17 Feb, during the Chinese New Year period.

According to Perth Airport, more than 500,000 new seats for the market have been announced over the past 12 months.

The trial period is seeing a thrice-weekly service between the cities.

MSC's brand push

MSC Cruises has launched a new global brand campaign called The Sea at its Most, which will run across TV, out of home, print media, and digital channels.

The marketing push was filmed on board *MSC Bellissima* and has a music score created by legendary Italian composer Ennio Morricone, with the aim of promoting the line as one that can provide its guests with "a world of discovery".

To see campaign, **CLICK HERE**.



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A&K bonus night

ABERCROMBIE & Kent (A&K) is currently offering guests an extra night in their last evening's accommodation when booking a tailor-made or private journey in a number of Asian destinations worth \$10,000 or more.

Guests booking in Cambodia, China, Japan, Laos, Myanmar, Thailand and Vietnam can take advantage.

Seabourn enhances

SEABOURN is enhancing its afternoon tea service across its entire fleet, adding luxury tea brand TWG Tea to its offering.

The new daily tea service will occur from 4pm to 5pm in the Observation Bar, with guests able to sip on English Earl Grey, Imperial Lapsang Souchong, Highlands BOP Ceylon and more, out of handcrafted Bernardaud china.

Afternoon tea will also be accompanied by sweet desserts and savoury snacks, which will change on a daily basis.

Tahune to reopen

TASMANIA'S fire-damaged Tahune AirWalk is set to reopen, after it was damaged in last season's bushfires.

Operator Tahune Adventures is confident the site will open to the public the first week of Feb, after it was evacuated last Jan.

Destination Southern Tasmania Chief Executive Officer Alex Heroys told *The Mercury* the area had seen a decline in tourism following the fires, despite the rest of the state receiving a boost.

Heroys also spoke of the relief of the community regarding Tahune's reopening.

Jetstar Asia adds

JETSTAR Asia has added 46 services between Singapore and China, Indonesia, Malaysia and Myanmar for the Lunar New Year holidays.

The expanded schedule will operate until 13 Feb, with 24 additional services from SIN to KUL, 14 to PEN, four to KNO and two each to RGN and SWA.

Wendy Wu has kids' backs



WENDY Wu Tours will be one of the Sydney locations for the Backpacks for Bushfires charity, which aims to provide vital school supplies for schoolchildren affected by the fires.

Donators can drop off a backpack filled with school supplies between 8am-5.30pm to Wendy Wu's office on level 6, 20 Hunter Street.

Backpacks can be filled with items such as a lunchbox/ drink bottle; a pencil case with pencils, erasers, textas, pens and highlighters; rulers; glue sticks; scissors; A4 writing pads and notepads.

The charity drive ends on Thu.

Pictured are Floor Stokam, Tailor-made/FIT Support Executive and Liz Brumpton, Marketing Manager.

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.



Sunlover Holidays - Northern Territory 2020-21
Sunlover Holidays has gone to press with its 2020-21 Northern Territory brochure. The program showcases a range of new accommodation and tours, including the Cavenagh Hotel Darwin, located in the bustling Smith Street Mall; and H on Mitchell and H on Smith, both also located in Darwin. Other highlights include new tours such as the two-night Tiwi Island Retreat and five-day Lirriw Yolngu Tourism, along with a unique Field of Light Sunrise with AAT Kings in Uluru.

Losses of London

LONDON Resort Company Holdings has incurred £54.8 million (\$103.5m) of losses since embarking on a project in 2011 to build Britain's "answer to Disneyland" (*TD* 08 Aug 2017).

The country's largest theme park developer is due to build London Resort on a 535-acre site in Swanscombe, east of London, and was originally scheduled to begin construction last year, but has faced a number of delays.

The opening has been pushed back to 2024 at the earliest, with Paramount's stunted involvement causing holdups.

The theme park is set to feature *The Godfather* and *Mission Impossible* attractions.

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For more information please call Ashleigh on
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Luxury Travel Agent

SYD, Competative + Commission, Ref: 1001RL1

Looking for Luxury Travel Consultants to join a well known travel brand located across NSW. Competative Salary plus uncapped commission is on offer for the right candidates. Must have a love and passion for luxury travel. Successful candidates will be individuals who are self motivated, determined in strive for excellence and targets driven and possess their own database. A great opportunity to make this role your own and run your own desk all whilst being part of an already successful team.

For more information please call Ronny on
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Experienced Travel Consultant

Sunny Coast, Competitive Salary, Ref: 4230MT2

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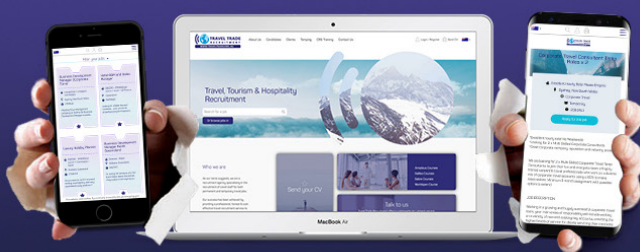
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