

2015 afta NATIONAL TRAVEL INDUSTRY AWARDS

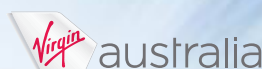


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Travel Daily

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Wednesday 22nd July 2015

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TOP 20
Leaderboard

Agents currently in the running for an **11 night cruise on Pacific Aria** to the **Pacific Islands**.
(in no particular order)

Lyn Willis
Steve Parker
Karen Sandford
Rebecca Harman
Anthony Spark
Kristy Swyny
Kelda Maney
Jackie Setz
Kylie Gutierrez
Gail Littin
Stephen Blowers
Kerrie Webster
Danielle Young
Sally Stockdale
Helen McMullen
Grant Gibson
Scott McCartney
Rikkilee Johnson
Zoe Creswick
Danielle McSweeney

Tourism Aus, Expedia JV

TOURISM Australia has today inked its very first Memorandum of Understanding with an online travel agent - a three year multi-million dollar marketing partnership with Expedia.

TA md John O'Sullivan said the agreement aimed to develop campaigns and content to boost international travel to Australia.

"Expedia is one of the world's leading travel companies with 20 years experience of generating travel sales," he said.

"Our research shows that our target customers are increasingly

turning to online travel agencies when it comes to booking travel, which makes Expedia an ideal conversion partner."

It is the first new marketing deal signed this financial year by Tourism Australia, which has secured a record \$60 million in partnerships over the last 12 months.

The first year of the new Expedia MoU will focus on major campaign activity in the USA and UK, extending into other markets over the course of the three year partnership agreement.

O'Sullivan confirmed the partnership would extend beyond marketing to also include shared reporting on customer insights and data analytics.

Expedia Media Solutions global senior vice president Noah Pratt said the company looked forward to "creating collaborative campaigns with our Expedia brand around the world to raise awareness and inspire more visitors to experience the natural beauty, unique cuisine, wonderful wine and so much more that Australia has to offer".

NTIA celebration

AFTA is today thanking the sponsors of last Sat's highly successful National Travel Industry Awards via a special **cover page** in *Travel Daily*.

Today's issue of TD

Travel Daily today has nine pages of news, a **National Travel Industry Awards cover page** plus full pages: (*click*):

- AA Appointments jobs
- One&Only Hayman Island

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QF revises ADM disputes

QANTAS has advised travel agents it is "streamlining" the process for managing Agency Debit Memo disputes, meaning effective from next week, all ADM disputes must be submitted via BSP Link within 15 days.

The carrier said the move follows enhancements introduced last Oct by IATA to its BSP system, which enable agents to more easily review and argue ADM notifications online.

Qantas said the change aligns its processes with IATA resolution 850m/818g procedures "and the industry standard for all airlines".

Under the new process, agents who have justification to claim QF has sent an erroneous ADM notification may dispute it by providing detailed reasons.

Queries notified via BSPLink within 15 days of the original notification will see QF contact the agent to resolve the issue.

"You will need to participate in consultations within the 60 days after we receive your notice of the dispute," the carrier said.

"If the dispute has not been resolved through BSPLink within

60 days after receipt by Qantas of a disputed ADM, Qantas may pursue recovery of the disputed amount directly with you," the update advises.

ADMs are issued for a failure to collect the correct fare, Carrier Imposed Fees and/or ticket taxes; class mismatch; no-show; incorrect fare rule application; refund or reissue by a different IATA number than the original ticketing agent or invalid validation to QF-081.

China shopping deal

FOREIGN tourists visiting Shanghai and Beijing in China are being encouraged to open their wallets via a new initiative offering an automatic 11% discount on goods purchased from certain designated stores.

The new scheme, unveiled by the Shanghai Municipal Tourism Administration at the Travel Industry Exhibition last week, applies to purchases of 500RMB or more in Shanghai or above 800RMB in Beijing by visitors with visas of less than 183 days length.

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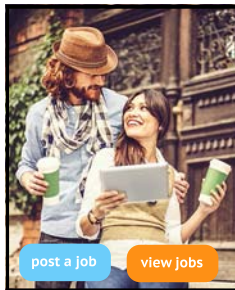
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Amadeus NZ Helloworld deal

AMADEUS has signed a new long-term partnership with New Zealand-based corporate travel agency APX, which is wholly owned by Helloworld Limited. Formerly known as Atlantic Pacific Travel, APX is one of NZ's

largest TMCs, with the deal extending Amadeus' Helloworld relationship which also incorporates QBT in Australia.

The APX deal will see Amadeus deliver a "customised technology platform that is unique in the New Zealand market," according to APX ceo Andrew Dale.

The system will include an online and mobile booking tool, personalised profile management, full traveller connectivity and increased automation efficiency.

Amadeus IT Pacific managing director Tony Carter said "we have set out to build on APX's strengths and help them develop a unique proposition for their customers, right from day one with Amadeus".

Hyatt Place for Melb

A **NEW** hotel being constructed near Melbourne's Essendon Airport (**BEN 25 May**) will be branded as a Hyatt Place property - the brand's first in Australia.

The 160-room property will have a 1,700sqm conference centre to service the growing Essendon Fields business community.

Hyatt Place is a "select service" brand which "cuts out some of the more luxurious elements that you don't need," according to Hyatt Hotels & Resorts vice president Pacific Robert Dawson.

He said the Hyatt Place debut was "the beginning of what we hope will be other destinations in Australia".

Bigger Hawaiian bags

FREESTYLE Holidays has clarified the Hawaiian Airlines luggage allowance (promoted as part of Freestyle's Hawai'i short breaks in **TD** yesterday) is actually a huge 2 x 32kg bags (not 2 x 23kg).



Window Seat

THE implementation of Lufthansa's new Distribution Cost Charge fee (**TD** yesterday) has prompted a call for travel agents to start charging airlines.

Robyn Davies from WOW! Travel in Vic has suggested the introduction of a new fee called ATAIFIMCTAPNRWNR - or "Australian Travel Agents Invoice For Inconveniently Making Changes To A PNR With No Remuneration".

She said the fee would apply when agents have to modify bookings due to airline schedule changes as well as cancelled and delayed flights which cost consultants time and money.

"I'm sure if travel agents started invoicing airlines, that would become standard industry practice," she optimistically told **Travel Daily**.

#traveldaily21 thanks

THE Travel Daily team is still coming down from last week's euphoria as we celebrated our 21st birthday.

Thanks for all of the good wishes - and congratulations to Aurora Expeditions and helloworld West Lakes SA who have both won a champagne hamper for their photographic contributions to the celebration.

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Regional Board funds

THE Victorian Labor Government has injected \$275,000 into Tourism Greater Geelong and the Bellarine, making the organisation into the state's 11th Regional Tourism Board.

The office will oversee tourism development for the area from Werribee to Barwon Heads as well as Bannockburn, Geelong itself and Portarlington.

Victoria Minister for Tourism and Major Events John Eren said the new office would grow the local economy, which meant jobs.

He added the organisation was already working hard to attract more visitors, with the Labor investment aimed at creating new opportunities for promotion.

Kazakh still visa free

AUSTRALIAN citizens can still enter Kazakhstan for a visit of up to 15 days without a visa until 31 Dec 2017 after the country's visa-free scheme was extended.

The program has also been expanded to nationals of ten new countries including the US & UK.

QF add another coast

QANTAS has expanded its presence on the Gold Coast and Sunshine Coast, today confirming new services to the Queensland holiday spots from Sydney and Melbourne (**TD** breaking news).

Around three years since resuming flights to the Gold Coast from Sydney (**TD** 29 Oct 2012), daily Boeing 737 services from Melbourne will launch on 25 Oct.

The carrier will also join Jetstar in operating between Sydney and the Sunshine Coast, with six weekly services beginning 21 Dec.

The move marks the resumption of Business class on both routes.

Record arrivals in NZ

NEW Zealand is knocking on the door of three million tourist arrivals for a twelve month period after setting record figures for the month of Jun, detailed today.

Visitor numbers entering the country last month surged 10% year-on-year, with the year-to-date now up 9% to 2.99 million.

Australia was the major source market, with holiday arrivals from across the Tasman up 11.9%, driven largely by the ski market & direct flights into Queenstown.

Tourism New Zealand ceo Kevin Bowler said the ongoing strong results meant more jobs and economic value all year long.

Volcano closes Bali again

UNFAVOURABLE wind conditions have blown the ash cloud from Mt Raung in Bali back into the flight path of Ngurah Rai Airport, forcing Virgin Australia & Jetstar to take evasive action.

In a report posted to its website this morning, Jetstar is advising passengers departing for Bali today not to go to the airport and to monitor updates online.

In addition, JQ43 which took off from Melbourne Tullamarine just before 9:30am today has been forced to return to the Vic capital.

A decision on a later departure from MEL today as well as other services from Australia will be made this afternoon.

"We will continue to monitor the movement of the ash cloud with the latest information from the Volcanic Ash Advisory Centre and resume flying as soon as it is safe to do so," the JQ update says.

At Virgin Australia, five services today to and from Bali in each

direction to five Australian airports have been cancelled.

Guests are being advised via SMS and email of new flight details, with further information available via the Contact Centre, or asked to call their travel agent.

"We continue to monitor the situation closely. The safety of our guests and crew is our highest priority and we will keep customers updated as new information becomes available."

Virgin Australia has repeated its offer allowing passengers due to travel to Bali before 28 Jul to change their destination to one of 12 island or coastal destinations, with all fare differences waived.

No word has been received from Garuda Indonesia prior to **Travel Daily** going to press today.

Le Meridien in bricks

A FREE welcome pack including a LEGO toy will be presented to kids aged 12 years and under checking in to Le Meridien Hotels as part of a new focus on families.

The bonus amenity comes as part of a new global partnership between the Starwood brand and the children's toy brick giant.

LEGO toys will be the first part of a multi-faceted Family program being rolled out, Le Meridien said.

Outrigger in Chinese

OUTRIGGER Resorts has set up a new Mandarin-language website designed to cater for the booming Chinese market.

Selected properties popular with the market are featured on the outriggerresorts.cn portal.



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Alila GMs come to play in Aus



INDONESIA was the flavour of the night in Sydney & Melbourne last week as representatives of the luxury Alila Hotels & Resorts brand met with the trade.

Three general managers from Alila properties across Bali were in attendance including Alila Ubud, Alila Manggis and the soon-to-open Alila Seminyak Bali.

Garuda Indonesia was also part of the evening, promoting their range of products and services to help Australians reach the island.

Pictured above at the dinner in Melbourne from left is Pritha Aviantia Razad, Alila Bali; Ian Murton, Garuda Indonesia; Narelle Williams, Global Weddings; Alasdair Davidson, Alila Ubud; Brenda Nash Alila Hotels & Resorts AUS/NZ and Pierre Lang, Alila Seminyak.

MEANWHILE, Alila parent firm Commune Hotels & Resorts is earmarking a major expansion

in the Asia Pacific region after acquiring the Alila Hotels brand.

The US-based Commune bought a majority stake in Alila last year and has since set up its APAC headquarters in Singapore.

Commune has integrated the brand into its portfolio, which includes luxury lifestyle brand Thompson Hotels, independent collection Joie de Vivre Hotels & micro-lifestyle brand Tommie.

The integration will serve as the launchpad for further expansion in Asia and into Australia.

Alila Hotels ceo Frederic Flageat-Simon will drive the expansion via his new role as chief executive Asia for Commune Hotels.

"The combination of Alila's footprint and experience in Asia, combined with the infrastructure, resources and global reputation of Commune will mean a winning guest experience for more people around the world," he said.

Avoid curfew at MEL

EROSION of space buffers between Melbourne Airport and residential communities could see a curfew on airport operations imposed if the state government does not act quickly, claims an RMIT University planning expert.

According to *ABC News*, RMIT Professor Michael Buxton has warned the unmitigated growth of airport passenger numbers is seeing housing development pop up closer to the facility each year.

Victoria Govt Planning Minister Richard Wynne said a national framework to prevent further development was in the works.

He added the lack of a curfew was a major competitive and economic advantage over Sydney and that work was underway to ensure this was not compromised.

Buxton said it came as a surprise as governments weren't watching.

Mirage cuts eruptions

THE Las Vegas Strip is now seeing fewer volcanic eruptions at The Mirage Hotel & Casino after management opted to reduce the frequency of its free public show.

MGM Resorts Inc said the volcano, which used to spew lava, fire and water on a half-hourly basis from sunset to midnight for the amusement of passers-by, will now perform 2-3 times per night.

Show times are scheduled for 8pm and 9pm Sun to Thu, with an extra 10pm weekend eruption.

The hotel will monitor public reaction, energy and cost savings to evaluate any future changes.

AirAsia BIG partner

MEMBERS of AirAsia frequent flyer program AirAsia BIG can now earn points with qualifying stays at Worldhotels member properties after the two parties formed a reciprocal partnership.

Worldhotels is the marketing umbrella for a collection of independent hotels around the world and is the 25th partner of the AirAsia loyalty scheme.

Nearly 500 member properties in the Worldhotels portfolio have signed up to the deal, offering 700 BIG points on eligible stays, with double points until 12 Oct.

Points can then be redeemed for flights on the low-cost carrier.

AirAsia BIG has over 14 million members from 150 countries.

Record for Eurostar

MORE than 2.8 million passengers travelled on Eurostar in the second quarter of 2015, setting a new record in the process, Eurostar has announced.

The figure was a 3% increase on the same period last year, while sales revenues were affected by incidental Eurotunnel closures.

Brand new rolling stock are due to hit the tracks at the end of the year, increasing seat capacity as Eurostar spreads its wings deeper into mainland Europe.

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Sheraton Xmas in Jul

SYDNEY'S Sheraton on the Park has extended its Christmas in July celebration until the end of the month, giving guests more time to experience all the trimmings of a traditional Christmas feast.

Hosted at the aptly named restaurant Feast, the buffet is served twice daily at lunch and dinner, from midday-2:30pm and 6:00-10:30pm respectively.

Served is a selection of winter roasts, a hot food station, seafood favourites, salads and Christmas inspired desserts.

Lunch is \$75pp Mon to Fri and \$85pp on Sat & Sun, with dinner \$85pp Sun-Thu & \$99pp Fri-Sat.

Children 3-12yo are half price - to book, call (02) 9286 6000.

GTI into Travel Consul

SYDNEY-BASED travel industry marketing & representative firm GTI Tourism has joined Travel Consul, a travel marketing & communications global alliance.

GTI md Sarah Anderson said the deal will deliver existing and prospective clients with greater reach in international markets.

Europe walking trips

ITALIAN walking tour specialist Hidden Italy has added a range of new routes to its just released 2015-16 brochure.

New guided walking itineraries include the 13-day Trieste and Friuli, nine-day Piedmont Trails to Freedom and 13-day Gardens of Tuscany for a maximum of 15 pax.

Itineraries include accom in boutique hotels, all breakfasts, most lunches & dinners, transfers, taxes/service charges and paid admission fees.

The new brochure also offers self-guided walks of Provence, Spain and Scotland - more info at www.hiddenitaly.com.au.

New IAH Lounge

AMERICAN Express has earmarked the opening of a seventh location for its Centurion Lounge facility at Houston George Bush International Airport.

Available to American Express card holders, the 8,500sqft Lounge will offer facilities such as workspaces, computer room, high speed wi-fi, private showers, tranquility areas, a full bar, food buffet and more.

The Centurion Lounge at IAH is slated to open in the first half of 2016, joining sister lounges in Las Vegas, Dallas/Fort Worth, New York LaGuardia, San Francisco, Miami and Seattle-Tacoma.

Lufthansa near miss

AN EMBRAER aircraft operated by Lufthansa came within 100m of a collision with a drone as it approached Warsaw Airport while carrying 108 passengers.

The drone was unable to be located when police were sent to investigate the incident.

The Lufthansa aircraft, travelling from Munich, landed safely at Poland's capital thereafter, while authorities changed the approach directions for other aircraft until the area was deemed clear.

Family of four to LAX for \$3999 with Qantas

QANTAS is tempting families of four (two adults and two kids) to Disneyland, releasing a \$3,999 family fare to Los Angeles from Sydney, Melbourne & Brisbane.

The Economy class promo is valid for select dates, for booking made by 23:59 (AEST) 31 Jul.

Top ANZ shore trips

TOUR and activity provider Viator has identified its top three shore excursions booked by cruise passengers when sailing in Australia and New Zealand.

In Australia, the most popular excursions include the Cairns to Green Island by Helicopter and Cruise, Melbourne Private City Tour and the Small Group Blue Mountains tour from Sydney.

Across the ditch, the top picks are Dunedin's Taieri Gorge Railway and City Sightseeing, Banks Peninsula and Christchurch from Akaroa Harbour and the Auckland City Sightseeing Tour, Harbour Cruise & Sky Tower.

Viator says it is useful to be aware that excursion options are not limited to those offered by a cruise line, and it provides a "worry-free" policy of guaranteed on-time return to ship across a range of its tours.

Dean kicks a goal

CONGRATS to Dean Sandaver from Virgin Australia who was the winner of tickets to watch Real Madrid take on Manchester City FC at the Melbourne Cricket Ground on Fri.

The tickets were part of a mini-comp featured exclusively in **TD** last week, courtesy of Abu Dhabi Tourism & Culture Authority.

Airbnb biz drive

AIRBNB is making a play at the corporate traveller, launching a new Business Travel program to make it easier for companies to use the service.

A new dashboard is designed to make payments easier for execs, enabling business travellers to book Airbnb stays & charge them directly back to their company.

Dusit China growth

DUSIT International is beefing up its presence in China, signing a new management deal with Panzhuhua Pulongda Real Estate Development to manage a new 150-room resort.

Through its Dusit Fudu Hotels & Resorts subdivision, the pact will see the Dusit Princess Resort in Panzhuhua City, Sichuan Province open to guests late next year.

The mid-scale resort features a medical centre that offers therapeutic Traditional Chinese Medicine services.

Austrian axes Dubai

CITING increased competition, Austrian Airlines is terminating its 19-year-old direct service from Vienna to Dubai, effective 13 Sep.

Austrian Airlines said "fierce price competition" meant the route was now unsustainable.

As part of the Lufthansa Group, passengers in Austria will still be able to access Dubai via Frankfurt, Zurich and Munich.



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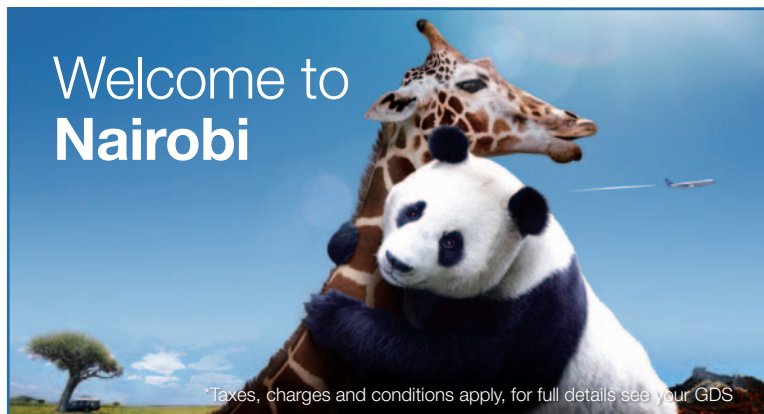
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Revenue climb in Jun

SYDNEY hotels saw a 2% rise in revenue per available room to \$146.28 for the month of Jun, according to STR Global statistics, with occupancy sitting at 78.8%.

SYD/BNE/MEL traffic climb

PASSENGER traffic figures at Australia's three major east-coast capital city airports for the 2014/15 financial year have been released, revealing single-digit growth at each for the year.

Melbourne Airport continued its run of strong results, surpassing 32 million passengers for the year, an increase of 8% or an extra 619,533 passengers in the period.

North Asia dominated source market growth, with a 45% climb in arrivals from Japan, followed next by India, Vietnam, South Korea and Sri Lanka.

Domestic was quieter, with MEL seeing a 2% climb in arrivals.

An additional 260,000 arrivals into Brisbane Airport saw the facility post a 5.4% climb in int'l pax numbers for the financial year, now tallying over five million.

Domestic growth was flat, with a 0.7% increase noted, with reductions in capacity on key FIFO routes blamed for the slowdown.

BNE chief executive Julieanne Alroe said she was pleased to see consistent growth, even if the rate was lower than prior years.

While Sydney Airport saw the largest volume of pax numbers overall, nudging 39m for the year to end of Jun 2015, growth levels were fairly stagnant at 1.6%.

The best performing source market for the year was India, posting a 17.5% year-to-date growth rate, followed closely by China at 16.8%.

The UK continues to claw back a downturn in the latter half of 2014, with a 2.3% decline for the year helped by a 3.7% jump in Jun.

PAL flying to Papua

PHILIPPINE Airlines continues to spread its wings to new destinations across the globe, this week adding Port Moresby to its ever-growing network map.

The carrier will operate direct services between Manila and the Papua New Guinea capital twice weekly from 25 Oct, the route operated by Airbus A320 aircraft.

Reyne back on Scenic

THREE upcoming episodes of Channel Nine travel program *Getaway* will feature highlights of the Rhine and Moselle Rivers as seen from a Scenic river cruise.

Presenter David Reyne will star in three half-hour programs screening at 5:30pm AEST from 25 Jul, continuing over three weeks as he travels on a 15-day cruise onboard *Scenic Opal*.



Accommodation Updates

WELCOME to Accommodation Updates, *Travel Daily's* Wednesday feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



Seven newly built rooms have been added to the **Best Western Warragul** to boost inventory, while the remaining 22 rooms have all received a contemporary interior redesign. The range includes queen suites through to king rooms and two-bedroom apartments, all with large and modern bathrooms. Colour schemes complement the pillow-top bedding and the landscaped gardens just outside the window.



The former Church of Christ in Toowoomba has been restored to its former glory by Quest Serviced Apartments, which manages **Quest Toowoomba** - its 15th Queensland property - directly behind. The property offers 74 apartments ranging from studios to one, two and three-bedroom residences, each with kitchen and laundry facilities, placed to take advantage of the growing Darling Downs region.



Booming Vietnamese holiday resort operator Vinpearl continues to expand its offerings off the coast of Nha Trang, opening a third resort on Hon Tre Island. The **Vinpearl Premium Nha Trang Bay** sits in the northwest corner of the island along the beach, offering 481 rooms and 173 villas. Other facilities include the Vincharm Spa, a kids club and four restaurants, with a shuttle service to a nearby theme park.

Great Plains Nat Geo

THE National Geographic Unique Lodges of the World has bolstered its presence, adding 14 new Unique Lodges this month.

Among the additions are Great Plains Conservation's Mara Plains Camp, ol Donyo Lodge in Kenya and Zarafa Camp in Botswana.

The latest intake also included Baillie Lodges' Capella Lodge on Lord Howe Island (**TD** 13 Jul) - the firm's third in the collection.

Other new additions include The Bushcamp Company in Zambia, Tukta Bay Lodge and Winterlake Lodge in Alaska, Siwash Lake Ranch in Canada, Cuixmala in Mexico, Inkaterra Hacienda Concepcion & Inkaterra Hacienda Urubamba, both located in Peru.

JetBlue block DL/AM

A REQUEST by Delta Air Lines and Aeromexico for antitrust immunity for a new alliance (**TD** 01 Apr) between the United States and Mexico has been railroaded by JetBlue Airways.

B6 told the US Department of Transportation it should carefully consider airport access and slot issues at Mexico City Airport.

The US carrier argued the current process of obtaining slots at MEX is "opaque, confusing, politicised and extremely difficult for new entrants".

JetBlue also highlighted that DL is possibly one of a number of airlines under investigation by the Mexican Govt for "potentially collusive alliance activities".

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*Conditions apply. Freestyle Holidays is operated by Pinpoint Travel Group

Star Power at NTIA 2015

LAST weekend's National Travel Industry Awards featured a host of the industry's big names, including Qantas Head of International Gareth Evans, who officially welcomed everyone to the gala evening (right).

The star power definitely didn't end there, with Evans also introducing Martha Marlow who gave a spellbinding live performance of the 'Feels Like Home' Qantas ad theme, while later in the evening Rob Mills and Rachael Beck strutted the stage in a fabulous musical duet.

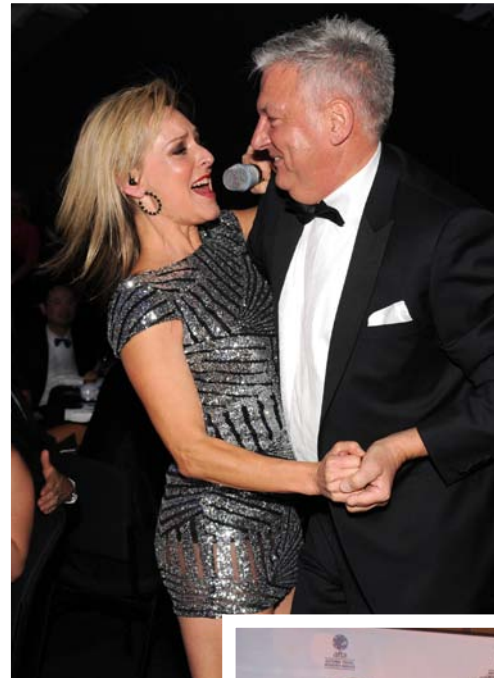
More pics on our Facebook page at www.facebook.com/traveldaily.



LEFT: Entertainer Rob Mills was keen to grab a quick snap with Holly Ballard and Janaya Birse from Hawaii Tourism Oceania.



RIGHT: Helene Taylor from Jito with Tass Messinis, BCD Travel managing director and Travel Corporation ceo Australia John Weeks.



LEFT: Russell Carstensen from Air Tickets/QBT was serenaded by Rachael Beck during her energetic performance.



LEFT: Elation as Finnair gm Geoff Stone accepts the Best International Airline - Off Line award for the third year running.

RIGHT: Amadeus IT Pacific won the Best Travel Agent Technology Innovation award for its Amadeus Ticket Changer system.



Pictured on the awards wall are Amadeus head of SME sales Nick Ward; David Katz, Amadeus head of sales; Matthew Lawrence from category sponsor Qantas Credit Union and Fergus Park, Amadeus Head of Product Management.



LEFT: Some of the hard-working team behind the scenes: AFTA's Courtney Duddlestone & Sue Whelan with Amanda Bournazos of Dockside.

RIGHT: Australian Children's Music Foundation performers led the National Anthem.



Japan Holidays move

JAPAN Holidays has reopened in its new premises, with its address now listed as PO Box 1175, Kingscliff, NSW, 2487 and phone number (02) 6674 4185.

Indigenous employee support



THE creation of Australia's first dedicated support network for Indigenous employees in the tourism industry was celebrated last week during NAIDOC Week - an annual celebration of Indigenous culture and history.

Queensland Tourism Industry Council has formed the Indigenous support structure as part of a \$300,000 partnership with casino and integrated resort firm Echo Entertainment.

The purpose of the structure is to foster opportunities in the tourism sector for Indigenous Australians to prosper & develop a career with benefits including peer mentoring and relationship

building across the community.

For employers, it is also about training, supporting and retaining quality Indigenous staff members.

The state-wide network was formed in Cairns and will soon see chapters pop up across Qld.

QTIC chief exec Daniel Gschwind said the group was helping to encourage tourism employers to maintain increased participation among Indigenous communities.

Pictured above from left is Alison Smith, Echo Entertainment; Rachael Hodges, Mossman Gorge Centre; Willie Enoch-Tranby, CAPTA Group; Bridget Lawton, Adventure North Australia Tours and Kim Harrington from QTIC.



Business Manager NSW

A vacancy exists for a full time **Business Manager NSW – helloworld Branded Network Retail, based in North Sydney.**

This position will play a key role in maximising both individual member and helloworld profitability and provide direction to the helloworld network. To be successful in this role you will be a results driven individual who is passionate, energetic, and able to communicate effectively at all levels and be able to deliver value to the branded retail network by driving company initiatives.

If you are interested in applying for this role, please send your resume to Lynda.wallace@helloworld.com.au

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WIN A LUXURY RIVER CRUISE

This month, Travel Daily and Scenic are giving readers the chance to win an amazing luxury European river cruise. The prize, valued at up to \$24,060 includes:

- 15 day Jewels of Europe river cruise for 2 people
- 2 x return economy class airfares to Europe
- Return airport transfers
- Complimentary beverages all day, everyday, all meals, private butler service and all tipping and gratuities

To win, answer every daily question correctly and have the most creative answer to the final question.

Send your answers to scenic@traveldaily.com.au

16. What timeless Scenic *Enrich* event will guests experience in Salzburg on the Jewels of Europe river cruise?

Need a hint? [CLICK HERE.](#)

Kata keen to expand

THAI holiday resort operator Kata Group Resorts is preparing a significant expansion of its presence following a listing on the Stock Exchange of Thailand.

Financial consultation firm Asset Pro Management has been hired to drive the listing.

Up first on the drawing board is the development of a hotel and community shopping centre in Phuket as well as new projects across multiple brands in tourist hubs of Pattaya and Hua Hin.

MERS now subsided

OPERATIONS will return to normal at Korean Air and Asiana Airlines from next month after schedules were cut due to an outbreak of Middle East Respiratory Syndrome (MERS).

South Korea was the worst affected nation outside of Saudi Arabia where the condition was first noted, recording 36 deaths.

A number of countries including China and Hong Kong imposed tight quarantine screening rules on passengers arriving from South Korea over recent months.

No new cases of MERS have been recorded since 04 Jul.

LATAM cuts in Brazil

CHALLENGING economic conditions in Brazil has forced the country's largest carrier TAM Airlines to cut its domestic route network by between 8-10% due to declining demand based on high inflation and currency value.

While services will be reduced, all routes on the TAM destination network will continue to be flown.

The carrier is expecting its domestic capacity growth in Brazil for the year to decline from 0% to a contraction of up to 4%.

No aggregator bias

A NEW online tour aggregation website aimed at providing a non-biased comparison site, dubbed TourAmigo, has been launched.

Built by an Australian, the portal filters over 7,500 itineraries on offer from tour operators ranging from single to multi-day.

The site also features reviews, maps, destination guides & more. See www.touramigo.com.



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BUSINESS AS USUAL

**VIP CORPORATE CONSULTANT
CBD SYDNEY – SALARY UP TO \$66K**

This boutique premium corporate agency specializes in servicing high profile accounts. Managing all corporate travel needs from quoting, booking, invoicing and everything else in between. Servicing prestigious accounts, you will enjoy working closely with your clients to provide exceptional service. Minimum 5 years experience, great personal touch and amazing customer service. If you enjoy going the extra mile for your clients then look no further, this is the perfect opportunity to get ahead of the game.

CRUISE AWAY!

**CRUISE WHOLESALE & RETAIL X 10
SYDNEY – SALARY UP TO \$65 PACKAGE**

Take your passion for cruising to the next level. Your fantastic cruise product knowledge is key in this cruise role. From booking amazing cruises to worldwide destinations to working directly with the cruise line on behalf of your agent. Bright new offices, working for a leading brand with fantastic career progression, on-going training and great salary package. Min 2 years experience, excellent product and destination knowledge, driven by sales targets and passion for cruising. This is your ticket to smooth sailing.

SOAK UP THE SUNSHINE!

**SENIOR RETAIL TRAVEL CONSULTANT
ROCKHAMPTON – SALARY PACKAGE \$50K - \$55K OTE**

Experienced Travel Consultants – If you are currently living in Rockhampton or looking at relocating then check out this once in a blue moon opportunity! This independent retail agency is currently on the hunt for a fresh face to join their team. Business has been booming and they require an experienced senior retail travel consultant to create domestic and international holiday packages for their repeat and referral clientele. Minimum 2 years experience is a must along with strong Galileo skills. Apply today.

MON – FRI ROLE!

**CORPORATE TRAVEL CONSULTANT
BRISBANE – TOP SALARY PACKAGE UP TO \$70K OTE**

Looking for a new role in corporate travel that will see your career progress and grow? We currently have an opportunity for an experienced and highly motivated corporate travel consultant to join this industry leading Travel Company. You will be responsible for full management of your own business clients and book domestic and international travel. The role is Mon to Fri and comes with an excellent salary pkg, uncapped commission, career progression, ongoing training & more! Call us today.

**CUSTOMER SERVICE AND TICKETING EXPERT
TICKETING CONSULTANT**

PERTH – SALARY PACKAGE TO \$50K + BENEFITS

This national company continue to expand and have an exciting opportunity to join their fun and dedicated ticketing team in Perth. You will service and assist a group of travel agents with all ticketing enquiries and issue a wide variety of tickets to worldwide destinations. This is a fast paced environment so you must have a min. 2 years exp. with a ticketing consolidator with strong fares & GDS knowledge. In return you will receive a great salary, ongoing training and top company benefits including a modern CBD office!

LOOKING FOR THE ULTIMATE FLEXIBILITY?

**ONLINE CUSTOMER SERVICE CONSULTANT
MELBOURNE – SALARY PKG TO \$56K + BENEFITS**

This well-known online travel giant is on the lookout for their next customer service superstar. You must have a minimum 18 months experience with strong fares and current GDS (Galileo or Sabre) knowledge and your own car. You will be responsible for servicing phone and email enquiries relating to website functionality, new booking requests and/or amendments, ticketing and processing refunds. Located in the city fringe you will enjoy a rotating roster, fun and supportive team environment and top company benefits.

**BRUSH SHOULDERS WITH THE RICH & FAMOUS
VIP TRAVEL CONSULTANT**

MELBOURNE – SALARY PACKAGE TO \$90K (OTE)

This well-established global company are expanding! Recently winning new accounts within the sports and entertainment industries, they need their next sales superstar to join their professional team. You must have a min. 2 years corporate experience and have the ability to work well under pressure. A top salary package is on offer including uncapped commissions, in addition to family offerings, invites to exclusive events, in house gym facilities and a great city fringe location with a bright and vibrant office.

**3 DAYS A WEEK, ULTIMATE WORK LIFE BALANCE
PART TIME TRAVEL CONSULTANT**

MELBOURNE – SALARY PACKAGE TO \$55K (PRO RATA)

Luxury, Luxury, Luxury!! One of Melbourne's leading travel agencies offering both business and leisure travel is seeking an experienced travel professional. Working three days a week you will join a very experienced team offering unique and exclusive itineraries for their high end clientele. Located in one of Melbourne's best suburbs you can kiss the city commute goodbye. You will need a minimum of 4 years' experience and strong GDS and luxury product knowledge. Opportunities like this don't come around often!



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