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Travel Daily

First with the news

Tuesday 5th April 2016

FLIGHTS TO COOK ISLANDS ON SALE

HURRY! SALE ENDS 8 APRIL 16

AIR NEW ZEALAND

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*Travel periods & conditions apply

MK seeks ANZ mgr

AIR Mauritius is recruiting for a manager to oversee the carrier's operation in Australia and New Zealand, based out of Perth.

According to the job description (p9), MK is likely to deploy Airbus A350-900 aircraft on Australasia routes in the years to come.

Gurney's EK empire expands

FORMER Helloworld chief Rob Gurney has had his role with Emirates expanded as part of management changes in the Dubai-based airline's commercial operations team.

Gurney, who became EK's head for Australasia 18 months ago (*TD* 26 Sep 14) and then moved to the US as senior vice president North America (*TD* 14 Aug 15) will now become EK Senior Vice President of Commercial Operations (The Americas), with additional responsibility for Latin America.

Other senior changes at Emirates see Orhan Abbas appointed

Senior Vice President Commercial Operations Africa, while Adil Al Ghaith is now Senior Vice President Commercial Operations Gulf Middle East and Iran.

MEANWHILE, EK has advised agents it will no longer accept payment on credit cards issued in their names for client tickets.

The move implements the longstanding IATA Resolution 890, which states "no card issued in the name of the agent, or in the name of a person permitted to act on behalf of the Agent, or in the name of the Agent's officer, partner or employee, shall be used in connection with the sale of Members' or Airlines' Traffic (Ticket/eMD) Documents to any customer of the Agent".

Effective from yesterday Emirates warned it would issue an ADM at 1.5% of the amount charged on the credit card, up to a maximum of A\$70 per ticket for infringements.

SAA appointment

SOUTH African Airways has announced the appointment of Michael Hall as national sales manager, effective immediately.

Hall was most recently general manager of Southern Travelnet & prior to that spent 18 years at Walshes World in New Zealand.

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Today's issue of TD

Travel Daily today has nine pages of news and photos, plus full pages from: ([click](#))

- inPlace Recruitment
- Travel Trade Recruitment
- JITO
- Amadeus
- Great Southern Rail

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Best Travel Agency Retail, Single Location
Holiday World Salamander Bay, Jetsetter Travel & WizTrips

Best Travel Consultant, Retail
Melissa Bevilacqua, Jetsetter Travel

Best Travel Agency Manager, Retail Single Location
Rane Reguson, Jetsetter Travel

Young Agent of the Year
Melissa Bevilacqua, Jetsetter Travel

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*Conditions apply. Sale ends 31 May 2016

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Travel Daily

First with the news

Tuesday 5th April 2016



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www.aaappointments.com.au

Sydney agent closure

SYDNEY'S Baulkham Hills Travel has closed its doors and is under investigation by police and the NSW Department of Fair Trading.

Owned by Jim Thom, the agency has been in operation at the local Stockland Mall for about 20 years and some years ago traded as Travelscene Baulkham Hills.

Ironically the agency won a local business award last year and proudly sports a Hollywood Boulevard-style star underfoot at its front doorway.

Stockland says it became aware of "allegations of fraudulent activity" about two weeks ago, with concerns raised when the agency didn't reopen after Easter.

NSW Fair Trading has confirmed it had received complaints relating to the agency, and suggested travellers worried about their bookings should contact travel providers directly.

Baulkham Hills Travel is not ATAS accredited.

Travel's 2015 big spenders

FLIGHT Centre spent half as much in 2015 on mainstream media marketing as it did the previous year, according to advertising expenditure estimates compiled by Nielsen and collated by *Travel Daily*.

In 2014 the travel agency giant spent almost \$40 million at rack rates, making it the top spender in the category, with this figure reducing to \$19.5m last year and putting FC into fourth position.

That left APT at the top of the table, with its \$34 million figure in 2014 also declining about 5% to \$33m last year.

Luxury Escapes Travel surged from 6th place in 2014 (spending \$17m) to second spot at \$29.6 million - up a whopping 74%.

That put it above Scenic which cut its mainstream media spend by 15% in 2015 to \$22.8m.

Interestingly Qantas also looks to have revised its strategy, with

its 2014 spend of \$28 million down 35% in 2015 to \$18.5m.

In contrast Virgin Australia boosted its spending from \$11m in 2014 to \$16m in 2015, up 39%.

Helloworld was another group to spend less in 2015 than the previous year, with its figure down 25% to \$9.4 million.

Other big spenders included Ignite Travel which spent \$18.5 million, up 15% - while Royal Caribbean also boosted its presence significantly, spending \$12.8 million, an increase of 72%.

Interestingly Emirates spent 5% more at \$7.5 million in 2015, in contrast with rival Etihad which saw its media spend decline a hefty 40% to \$5.2 million.

In terms of online, Webjet's spending jumped 8% to \$8.9m, while Expedia spent \$7.4 million, a decline of 27%.

More on cruise marketing spending in today's *Cruise Weekly*.

Travel Daily on location in France

Today's issue of *TD* is coming to you courtesy of Atout France which is hosting its annual *Rendez-vous en France* trade show in Montpellier this week.

RENDEZ-VOUS en France kicks off today, with more than 650 suppliers meeting in two days of face-to-face appointments with around 900 tour operators from across the globe.

It's the 11th edition of the premier French travel market, which every year showcases new and established product for one of the world's most popular tourism destinations.

The event comes in the lead-up to what is being billed as Atout France's largest ever Australian French Workshops taking place in Sep - for details see **page eight**.

Thanks

for your continued support

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VIEW OFFERS

EUROPE RIVER CRUISING TRAVEL IN 2017 AT 2016 PRICES*

Travel Daily First with the news

Tuesday 5th April 2016

BREAKAWAY International Travel Industry Club IT'S BACK!! - Short Sale Business Class Industry Rates to LAX! Sales till 12Apr16. Departures till 28Feb17. Return from \$4,349* pp. plus taxes *Conditions apply. CLICK HERE for further details

Making the most of domestic?

DOMESTIC tourism appears to be enjoying a resurgence - but are travel agents capturing their share of the burgeoning market?

That's the key question addressed in the cover story of this month's travelBulletin which is currently on its way to subscribers across the country.

Steve Jones has examined the state of the industry which is playing a large part in reaching the 2020 goal of \$115 billion in overnight visitor spending, with the article looking at the marketing strategies particularly of the various state and regional tourism organisations.

It's not all about domestic - the Apr 2016 edition of travelBulletin also includes features and selling tips for agents on Thailand, the Solomon Islands, Nepal, Egypt and Weddings & Honeymoons, along with our full stable of industry commentary courtesy of AFTA, CLIA and editor-at-large Ian McMahon.

There's also an origami boat to build, lots of photos from



industry events and conferences and our regular technology, careers and cruise sections.

The Apr travelBulletin can be viewed online on the website at www.travelbulletin.com.au as well as on the travelBulletin iPhone/iPad app.

To sign up to receive your own copy of travelBulletin for just \$30 a year use the code AGENT at travelbulletin.com.au/shop.

Roberts joins Webjet

FORMER Tigerair Australia boss Shelley Roberts was today named as an additional independent non-executive director at Webjet.

Roberts has held senior roles at EasyJet in Europe and Macquarie Group in Australia and is currently the executive director of Aviation Services at Sydney Airport.

"Shelly brings to our board an exceptionally relevant background given her airline and retail experience with a particular emphasis on B2C distribution in a number of customer focussed businesses," Webjet chairman David Clarke said.

Roberts will take up the Webjet role effective 30 Apr.

Serko GPU deal

SERKO has announced a new collaboration with GPU Ride, with transfers from Sydney CBD to Sydney Airport available for bookings through Serko Online effective immediately.

Costing a fixed fare of \$35, the arrangement with Get Picked Up will be rolled out nationwide in the next few months, with the product also announced by FCM Travel last week (TD 29 Mar).

Window Seat



APRIL Fools Day is well and truly over for another year, but one comedic press

release certainly had us doing a double take.

Controversial US restaurant chain, Hooters, announced Fri they had purchased a private island off the coast of Mexico "near Numenor" with plans to build it into a luxurious resort exclusively staffed, naturally, by the famous "Hooters Girls".

Hooters also claimed to have re-booted its airline Hooters Air, which suspended all operations in 2006, with the carrier to handle all travel to the island.

Upon second glance, their picture of the resort destination (above) looks suspiciously familiar - in fact, it's a picture of Australia upside down.

Furthermore, "Numenor" is a fictitious place found in Middle Earth, conjured by Lord of the Rings author J.R.R. Tolkien.

IS THIS AUSTRALIA'S MOST PERSUASIVE ONLINE BOOKING SYSTEM? "Show your clients videos, not just images. No other system can do that"

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DELTA IS NOMINATED IN THE 2016 NTIA AWARDS. Thank you for nominating us in the 2016 NTIA Awards for Category 19: Best Airline International - Online. We appreciate your ongoing support. Please visit afta.com.au and support us with your vote. KEEP CLIMBING DELTA

Hurry, time's nearly up! Voting for the 2016 National Travel Industry Awards closes on Friday 8 April. Now is the time to get behind your peers! VOTE NOW afta NATIONAL TRAVEL INDUSTRY AWARDS QANTAS

Emily's Hongi lands the prize!

GRAND Pacific Touring has announced the winner of its recent travel agent competition, run in conjunction with the release of its 64-page New Zealand 2016/17 brochure.

The competition called on agents to take a photo of themselves with the new brochure and then post the image on Facebook or Instagram, along with the hashtag #GPTbrochureoutnow.

Entrants went into the draw to win a comprehensive package for two to Queenstown, valued at over \$3,000.

The winner was Global Journeys which posted the above fun picture on Facebook of tour consultant Emily Cran engaged in a hongi (traditional greeting) with a Maori person.



Ocean Lodge stay pay

SOUTHERN Ocean Lodge on Kangaroo Island is offering a fourth night free when booking its Remarkable Retreat package between 01 May and 30 Sep.

Prices for the deal start at \$3,300pp twin share, which includes \$50 credit for a spa treatment - full details [HERE](#).

WIN A TRIP TO ITALY!
Be in the great Italian
Cooking Challenge



TOSP 2016 touring

TREASURES of the South Pacific will host a series of shows for travel agents throughout 2016, with events commencing in Melbourne and Hobart on 26 and 27 Apr respectively.

The organisation brings together reps from a number of South Pacific tourism offices.

Other events are scheduled for Sydney (02 Aug), Canberra (03 Aug), Brisbane (11 Oct) and the Sunshine Coast (12 Oct).

To RSVP for the events in Apr, go to www.tosp.com.au.

Delta drops Brussels

DELTA Air Lines has shelved its service between Atlanta and Brussels effective immediately.

The US carrier has suspended the daily rotation to BRU until Mar due to the downturn in traffic on the route since last month's terrorist attacks.

Daily services from New York JFK to Brussels will resume Thu.

'The Park' revealed

MGM Resorts International has unveiled its new outdoor dining and entertainment district in Las Vegas, dubbed 'The Park'.

The precinct sits between New York-New York and the Monte Carlo resorts on the famous 'Strip' and features indoor and outdoor environments, art installations and entertainment.

Towering shade structures rising 50 feet from the ground, unique water displays and a number of green initiatives, such as the replanting of 75 mature trees add to The Park's unique outdoor oasis design.

The Park "will draw passersby from the hustle and bustle of The Strip offering opportunities to experience Las Vegas outdoors and at one's leisure," MGM says.

It serves as the gateway to the brand new 20,000 seat T-Mobile Arena which opens tomorrow.

Restaurants include the Shake Shack & California Pizza Kitchen.

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Round 5 Winner

Congratulations

MATT GUNDERS

from *Corporate Traveller*

Matt is the top point scorer for Round 5 of Travel Daily's NRL footy tipping competition. He's won a double pass to Taronga Zoo, from Taronga Zoo.



Major prize for the 2016 footy tipping competition is return economy class airfares flying with **EMIRATES** to any one of the 39 cities they fly direct to in Europe including Rome

NSW permit LPF5/16/01379; ACT permit TP 16/000359

IAPCO new president

THE International Association of Professional Conference Organisers (IAPCO) has appointed Jan Tonkin as its president for a two year term.

Tonkin is the founder & managing director of Auckland-based firm The Conference Company, which has other branches in Wellington, Christchurch and extensive operations in Australia.

More Minor Hotels

MINOR Hotel Group is adding to its extensive global portfolio of properties, having struck new deals for two properties in the United Arab Emirates.

Located at Jebel Dhanna, near the gateway port to Sir Bani Yas Island, the projects include the 60-key Anantara Jebel Dhanna Villas and the neighbouring 230-room AVANI Jebel Dhanna Hotel.

The twin properties are slated to open in 2018.

\$199 Philippine fares

ONE-WAY fares to Manila from Sydney are priced from as low as \$199 with Cebu Pacific Air as part of a seat sale, running through until 07 Apr.

The promotion is valid for flights between 01 May and 31 Jul.

See www.cebupacificair.com.

Tuesday 5th Apr 2016

Travel Daily
First with the news



CLUB Med and Cathay Pacific recently hosted top selling WA agents on a famil to Club Med Villars-sur-Ollon in Switzerland.

Stop-overs in Paris and Hong Kong gave the group a gamut of experiences to see and taste, from the hot spots of Paris to dumplings in Hong Kong.

In Switzerland the trip focused on the snow, with participants taking in ski and snowboard lessons and carving up the powder soft snow.

The all-inclusive experience meant the consultants were indulging in Toblerone for breakfast and fondue by night while absorbing the majestic views of the Swiss alps.

With weary legs, the troupe was able to relax on homeward flights in the comfort of Cathay Pacific's Business and Premium Economy class, giving them an opportunity to experience both cabin classes.

Pictured chilling out in the Swiss Alps from left are Lesley Cavill, TravelManagers; Jody Testar, Flight Centre Belmont; Erin Kramer, Club Med trade manager Australia/NZ; Scott Hosking, Cathay Pacific; Chelsea Wood, helloworld Bunbury; Emily Scott, Flight Centre Cottesloe; Grace Price, Flight Centre Kalamunda; Luke Chittock, Amity Travel; Christine Ross Davies, Attadale Travel and Tanya Lepidi from helloworld Dunsborough.

We're looking for more experts to come on board.

Are you a driven entrepreneur with a passion for the travel industry?

Corporate Traveller is looking for motivated and energetic professionals to join our team as Business Development Managers.

Corporate Traveller has been a leading supplier of business travel solutions for more than 20 years and services more than 5000 clients throughout Australia. Our model of providing expert advice, dedicated personal service and user-friendly travel technology is guaranteed to save time and money on business travel.

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Bring an expert on board



Contiki expands in Mel & NZ



CONTIKI'S just-released 2016/17 Australian and New Zealand program has fresh product in Melbourne and new ways for travellers to throw themselves off things in NZ.

The new four-day Melbourne Discovery tour takes youth into the studios of local artists, submerges them in the craft beer & cider scene and involves them with Phillip Island conservation.

The trip can be added on before or after an East Coast tour. "Melbourne's long been the culture and food hub of Australia for more of a 30s market onwards, but we're really seeing young international visitors really wanting to visit Melbourne," Contiki Australia md Katrina Barry told *Travel Daily*.

Domestic tourism is also picking

up, with research commissioned by Contiki finding 74% of the 18-35 year old market plan to travel domestically in the next 3-4 years.

"In an environment where the AUD is not that strong overseas and where there are safety concerns overseas, we are seeing a lot of young Australians plan to travel in Australia over their summer," Barry told *TD*.

Contiki has also refreshed their New Zealand program, with the adventure list in Queentown "continuing to grow".

"Ten years ago it used to be the bungee, the shotover jet and if you were really crazy, paragliding and the Luge," Barry explained.

Now there's the option to tandem skydive and try the biggest swing in the world.

See the brochures [HERE](#).

AS confirm VX merge

ALASKA Air Group, parent firm of Alaska Airlines, overnight confirmed a definitive merger agreement with Virgin America (*TD* yesterday), which will create the 5th largest US airline.

The takeover deal will see Alaska Air purchase VX for US\$57 per share in cash, which including existing indebtedness & aircraft operating leases is valued at approximately US\$4 billion.

Through the merger, AS beefs its California awareness due to Virgin America's presence in San Francisco and Los Angeles while opening up growth opportunities on the US East Coast via VX's slots at Washington National and both JFK and LaGuardia in New York.

Alaska Air said the deal "bolsters its platform for growth and strengthens the company as a competitor to the four largest US Airlines" - being American Airlines, Delta Air Lines, United Airlines and Southwest Airlines.

The combined entity will offer a route network of 1,200 daily departures with hubs in Seattle, San Francisco, Los Angeles, Anchorage and Portland.

Seattle will remain the combined company's HQ which will operate a fleet of about 280 aircraft.

The transaction is hoped to be completed by 01 Jan 2017.

BKB add Xmas, Cocos

BROOME, Kimberley & Beyond has cranked up its product range to include options on Christmas Island and Cocos Keeling Islands.

Both destinations can be visited year round with Virgin Australia operating twice weekly flights to the Indian Ocean islands from the West Australian capital.

Visitors have the choice of swimming, snorkelling or diving at the Cocos Keeling Islands or national parks, waterfalls and diving at Christmas Island.

"These islands are a perfect fit for us due to their location and the fact that they have some unique wilderness experiences & offers agents new destinations to sell," Broome, Kimberley & Beyond gm Nerreda Hillier said. See broomekimberley.com.au.

Viking Sea sets sail

VIKING Ocean Cruises second deep-sea vessel *Viking Sea* has embarked on its inaugural cruise from Venice, with the 630-guest ship sailing the Mediterranean.

Thank you for your support.

We are delighted to be nominated in the 2016 NTIA Awards.

This year is shaping up to be our biggest year yet and we cannot wait to celebrate with you at the 2016 NTIA Awards. Thanks to our industry partners, we've received nominations for:

Category 19: Best Airline International – On-Line
Category 31: Best Sales Executive – Industry Supplier – Daniel Devine
Category 31: Best Sales Executive – Industry Supplier – Justin La Grange

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Cathie Rice 30 years in travel



CATHIE Rice from Cathie Rice Travel celebrated 30 years in the industry this week since opening her store in Bunbury WA on 01 Apr, 1986, before being joined by Crandon Keddie 10-months later.

Pictured celebrating the major milestone (above) at the Sundowner earlier this week are Cathie Rice Travel staff along with their many clients.

BNE-ASP flight boost

REGIONAL carrier, Qantaslink, will operate two extra flights between Alice Springs and Brisbane from 04 Jul-28 Sep.

Services will operate Mon & Wed each week in addition to the airline's existing services.

NT Chief Minister, Adam Giles, said the service increase will bring a potential 500 extra seats per week, providing a boost in tourism numbers for Alice.

Travellers Autobarn

TRAVELLERS Autobarn has today announced the opening of its New Zealand operation.

Launched in conjunction with NZ-based Happy Campers, Travellers Autobarn owner Peter Burke commented "the current macro economic conditions of low capital cost, favourable exchange rates for travellers, and low fuel costs for renters make it a perfect time to launch a new and exciting product into the New Zealand market at time when tourist numbers are showing strong growth".

"It just makes sense to broaden our appeal to agents and to capitalise on growth opportunities as they arise," he remarked.

The group aims to reach a fleet size of 300 campervans in New Zealand within a few short years.

Ibis Styles Singapore

IBIS Styles Singapore on Macpherson made its debut this week, offering 298 brightly decorated rooms suited to both business and leisure travellers.

The new-build features a distinctive facade which showcases the hotel's elevated pool garden, and sits atop the Macpherson Mall which is slated to open Jun this year.

Room rates start from \$138 per night & includes buffet breakfast and internet access.

Email: reservation@ibistyles-singapore-macpherson.com.

New Lake Eyre tour

TRAVELMARVEL has introduced a new tour exploring Lake Eyre during flood season.

The seven-day Lake Eyre & Red Centre itinerary begins in Adelaide and ends in Uluru, with five available dates in May & Jun

Additionally, the tour will include the chance to experience the new Field of Light installation by artist Bruce Munro at Uluru.

Rates include six nights accommodation, 14 meals, premium coach travel and more. To book call 1300 196 420.

Naka mates rates

DESIGN Hotels member, The Naka Phuket, has introduced industry rates, which begin from AU\$298 per night in a one bedroom pool villa.

Located on a secluded beach in Kamala Bay, the resort offers a selection of 94 one-, two- and three-bedroom pool villas, each with floor-to-ceiling windows.

For those travelling with the whole family, The Heha kids club is open daily and offers a range of activities and events suitable for many age groups.

To take advantage of this rate, email sales@ctmarketing.com.au.



Money

WELCOME to Money, TD's Tue feature on what the Australian dollar is doing.

\$1AUD = \$US0.76

THE Australian dollar (AU/USD) received the highest weekly close since Jun this week, recording a 0.1% increase on Fri.

Initially on Fri, the stronger US employment reading saw the AUDUSD largely sold out, however large gains in US share markets ultimately drove the Australian dollar to finish on a high.

In Europe, the AUD also increased 0.1% against the euro, but up 1.1% vs the British pound.

Wholesale rates this morning:

US	\$0.764
UK	£0.537
NZ	\$1.108
Euro	€0.671
Japan	¥85.60
Thailand	฿26.79
China	¥4.579
South Africa	R11.196
Canada	\$0.993
Crude oil	US\$35.70

Swim with whales

FOR the month of Apr Majestic Whale Encounters is offering free videos of guests swimming with humpback whales in Tonga and their newborn calves on its eight-day New Beginnings tour.

The tour includes five days swimming with whales off Ha'apai, snorkelling in coral reefs, bushwalking, fishing & more.

CLICK HERE for all the details.

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Category #31:

BEST SALES EXECUTIVE INDUSTRY SUPPLIER
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TO 5PM FRIDAY 8TH APRIL

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Westin Qatar debuts

THE Westin brand has launched in Qatar, with Starwood opening its fourth property in country this week, the 365-room Westin Doha Hotel & Spa in the city's CBD.

French workshop anticipation

THE Moulin Rouge is heading to Sydney, as Atout France plans the biggest ever French trade workshop in its 35 year history.

Details of the Sep event were revealed to **Travel Daily** on the eve of the Rendez-vous en France trade show in Montpellier.

Atout France Director for Australia Patrick Benhamou said it will be the biggest event of his 35 year career, with a spend of half a million euro.

The three events will be - 'A night in Paris' which includes a swimwear parade, a Moulin Rouge show and the screening of a 3D animated film about Paris on 05 Sep; a Monaco showcase featuring a Formula One vintage car display in Melbourne two days later on 07 Sep; plus a focus on the city of Lyon when the showcase returns to Sydney.

Benhamou said there will be nearly 100 exhibitors taking part, describing them as adventurous trade who don't wish to rest on their laurels.

Benhamou said most of the business to France is repeat clientele, with strong traffic from Feb to Nov but acknowledged an

industry problem.

"Gen X and Y are going to Barcelona, Berlin and London because they view Paris as a 'museum city' to be visited with family, but they are wrong," he insisted.

Benhamou made his thoughts clear ahead of the September showcase.

"Hopefully, we will make an impact," he said.

Europcar logo rejig

NEW corporate branding has been rolled out by car rental company Europcar.

The brand refresh sees slight changes to the yellow underline, which now runs beneath just the entire name (pictured below) and minor colour shading change.



BELOW: Spot the difference - Europcar's former corporate ID.



AFTA update

From AFTA's chief executive, Jayson Westbury



IN MY role as Chairman of the WTAAA I have taken part in the first meeting for 2016 of the new and expanded WTAAA in Rome, Italy.

With the addition of the Federation of ASEAN Travel Associations who bring some 10 new countries to the table and the addition of Spain, the issues discussed were many and varied.

The board considered a number of important topics faced by the global travel agency community including the New Generation of IATA BSP that is being proposed, the way cruise lines are approaching ancillary sales in relation to the travel agency channel, and the important developments by the GDS as they relate to IATA NDC. Also covered in the two meeting was the ongoing future proofing of the agency channel and the implications of VISA entry requirements as more and more people travel. In addition to these important global subjects, considerable discussion took place in the wake of the events in Paris and Brussels and how these tragic terrorism events have impacted EU travel right now and will continue to impact into the future. As the relevance of the WTAAA has grown and the impact it is having on influencing many outcomes relating to the global travel agency community, it is important that AFTA maintains its involvement both as a contributor to the global discussion but also to ensure that the Australian perspective is included in the debate. From Rome I have travelled to Geneva for several direct meetings with the IATA HQ in which a special workshop will take place specifically to address the issue of ADM's. Curiously the American settlement corporation known as ARC held a similar workshop last year and have managed to reduce ADM's by some 42%.

I am hopeful the meetings taking place in Geneva will bring similar results for those who settle via the IATA BSP. The global stage continues to have an impact on the Australian industry and I look forward to reporting on the solid outcomes that will come from these recent meetings.

Finally, I feel very safe in and around these two significant European cities but would say that there is an increased level of security that is very obvious, but not confronting.

Mat McLachlan Battlefield Tours Reservations Consultant - MANLY BASED

We are seeking a motivated, enthusiastic and experienced Team Member to work across all our touring brands.

The successful candidate will have at least three years' experience as a wholesale or retail consultant. They will be a self-starter, motivated, well-travelled, and energetic, have a mature outlook and be dedicated to providing the best service for our customers.

Reporting to the GM Operations, you will be part of our small but growing team of experts and gain product knowledge across Battlefield Touring, European River Cruising and bespoke FIT.

Whilst this is a full time role, we value experience and welcome working mums and possibly job sharing.

Interested applicants should email their CV with short cover letter to karen@mclachlantours.com.au by 22 April. Remuneration package will be based on experience.



the aotgroup

INBOUND SALES COORDINATOR (Melbourne Based)

The AOT Group, a subsidiary of Helloworld Limited, one of Australia's leading integrated travel businesses, is looking for a highly motivated, fun, flexible & proactive individual to join the exciting world of AOT Inbound Sales & Marketing! This department services the needs of Inbound Clients from all over the globe, whilst continuing to grow our Global Client base.

The role of Inbound Sales Coordinator is vital as the first point of contact for the Sales & Marketing department, balancing the demands of internal and external stakeholders alike.

Working closely with the General Manager Global Sales & Marketing, you will oversee a range of international stakeholder relationships whilst assisting with coordinating trade shows, key projects and various external and internal manuals and reports. With a GM that travels extensively you will have strong initiative and sound judgement to work independently attending to daily queries and correspondence.

Key to your success will be your previous experience in the Tourism Industry, strong organisational and communication skills, along with your ability to analyse and manipulate data into meaningful reports in order to maximise our position in the inbound markets.

To apply, email careers@aot.com.au quoting ref 16/16.
Applications will close 8 April 2016.

Qantas 10% off deal

BOOK a stay using Qantas points and receive a 10% discount for more than 140,000 participating hotels and resorts. Offer ends 10 Apr.

ACCC: Hertz to issue refunds

CAR rental company Hertz will refund consumers incorrectly charged for pre-existing damages to hired vehicles, following an investigation by the Australia Competition and Consumer Commission (ACCC).

Between 2013 to Aug 2015, the ACCC heard consumers complain they were incorrectly invoiced and charged for pre-existing vehicle damage, with Hertz representing to customers that the damage had occurred within the rental period.

Furthermore, the ACCC also found that the rental car company quoted consumers with Hertz's actual repair costs, withholding the fact they received special discounts which they had not passed onto consumers.

The ACCC issued a statement today on the ruling, explaining "Hertz has acknowledged that its conduct was likely to have contravened the Australian Consumer Law prohibitions on misleading representations, and has provided a court enforceable

undertaking to refund affected consumers and to take other steps to address the ACCC's concerns".

In response to the investigation, Hertz has voluntarily agreed to: contact and refund customers who were charged for pre-existing damage or overcharged for vehicle repairs; make improvements to its damage recording procedures and appoint an independent auditor to monitor Hertz's compliance with the undertaking.

Lufthansa GDS deal

LUFTHANSA has penned an agreement with Amadeus to deliver a new load control system.

Once implemented, the Amadeus Altea Departure Control Flight Management system will optimise loads for nearly 3,000 flights, streamlining every flight departure by analysing data on passenger and cargo loads as well as calculating fuel requirements to meet enhanced loads.



**WIN A KIMBERLEY
4WD ADVENTURE
WITH APT**

Explore the magnificent and mystical Kimberley across 20 days with this month's exciting **Travel Daily** competition, brought to you in partnership with Australia's award-winning travel operator **APT**. Every day we will be taking you on an adventure, showcasing the many highlights available on an APT Kimberley Wilderness Adventure.

The person with the most correct answers, and who wows us with the most creative answer to the final question, will win an unforgettable 'Kimberley Complete 15 day small group 4WD adventure' for two people, departing in September 2016.

Send your answers to: APTcomp@traveldaily.com.au

Q3. On a thrilling APT 4WD adventure, the small group experience means there will be a maximum of how many travellers?

HINT: [CLICK HERE](#) and see p18



Terms and conditions



Peugeot bargains

DRIVEAWAY Holidays has brought in a fleet of brand new Peugeot vehicles, available to travellers in Europe looking to explore the continent independently.

In celebration of the acquisition, DriveAway is offering up to 10 free days when a lease of between 21 and 175 days is booked by 30 Apr - 1300 363 500.

Latin America Expo

THE first ever Latin America Travel Week is slated to kick off in from 15-22 May.

Launched by the Australian Travel Association for Latin America (ATALA), agent workshops will be held in Sydney 18 May from 6-8pm and Melbourne on 19 May.

Register at info@atala.com.au or [CLICK HERE](#) for expo dates.

Business Partnership Manager QLD/Nth NSW

Join a team of travel industry professionals in a dynamic and progressive organisation



TravelManagers is looking for an enthusiastic and motivated Business Partnership Manager for QLD & Nth NSW. Bring your exceptional relationship management skills to Australia's largest Home based travel agency group to grow and support our network of personal travel managers.

For more information and a confidential discussion email suzanne.laister@travelmanagers.com.au or call 02 8062 6440

CAREER OPPORTUNITY

Manager – Australia and New Zealand

Air Mauritius Limited, voted the best airline in the Indian Ocean for the last 10 years is in search of a Manager who will be based in Perth to oversee its operations in Australia and New Zealand.

A detailed job description is available on the Air Mauritius website: <http://www.airmauritius.com/vacancies.htm>

Application form can be downloaded at: <http://www.airmauritius.com/aboutus/mkexternalvacancy.pdf>



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Senior Corporate Travel Consultant

Melbourne location

Salary from \$55 - \$70K + super

Working with a unique blend of Corporate & Entertainment clientele arranging both domestic & international itineraries. Working as part of a team you will be handling a variety of corporate portfolios across many different industries. With multiple offices around the country this is a great opportunity offering lots of diversity. Previous corporate experience with entertainment/ music industries an adv.

- Unique clientele
- Excellent co. reputation

Call Ben or [click here](#)

Travel Docs & Office Administrator

Sydney CBD Location

Salary to \$55K + super

Successful Inbound Agency with a great internal office dynamic, is looking for a highly detailed individual who can multi-task and adhere to deadlines to support the diligent team. You will be reviewing itineraries, booking transfers and other reservation components as well as managing all the documentation for the office. A great position with loads of variety.

- Close to transport
- Iconic Australian product

Call Cristina or [click here](#)

Event Manager

Sydney Inner West location

Salary from \$70K + super

Unique Events company handling corporate conferences Australia wide. With a strong Pharmaceutical clientele this agency seeks an experienced Senior Event Coordinator or Event Manager to manage a busy event calendar. Minimum 3 years experience with conference management, EventsPro & dealings with Pharmaceutical clients are highly desirable.

- Unique brand
- Travel required

Call Ben or [click here](#)

Leisure Travel Consultant

Lower Blue Mountains location

Competitive salary on offer

Want to work in a tranquil mountain setting close to the station in the iconic Blue Mountains? Then look no further! Our client has an excellent reputation and offers a great salary with a peaceful working environment and the opportunity to participate in famils with a paid famil allowance! Strong product knowledge both domestic & international with cruise exp required. Tramada an adv.

- Work close to home
- Monday to Friday only!

Call Sandra or [click here](#)

Business Development Exec - Hotels

Sydney, Salary \$60K + super + commission

Fantastic opportunity has opened with this boutique hotel group for an experienced BDE focusing on the corporate market. This company offers future opportunities to progress in your career so don't miss out, apply today!

Email Ben or [click here](#)

Travel Product Loader

Sydney Fringe, Contract positions

Established & progressive travel company needs product loaders with excellent knowledge of Calypso to join this growing team. Fun, dynamic team environment with water views and cafe onsite! Calypso essential.

Call Cristina or [click here](#)



We are delighted to be nominated again for the NTIA Awards 2016. If you enjoy working with us we would greatly appreciate your support



www.afta.com.au/events/ntia/nominations-and-voting

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Travel Industry Bookkeeper

Gold Coast, Package on offer DOE, Ref: 2189SZ1

Experienced Bookkeeper preferably with experience in the travel industry is required for a company with huge growth potential & supportive working environment. Working alongside a small team of Administration Consultants, you will be responsible for the day to day management of the finance side of the business from making payment to suppliers, reconciliation of BSP & bank statements & general administration duties. High attention to detail is a must along with a can do attitude.

For more information please call Serena on (07) 3023 5023 or click [APPLY](#) now.

Events Travel Coordinator

Sydney, \$55-60k DOE, Ref: 2098PE6

My client, a leading group travel and event management company are looking for an experienced Travel Coordinator to join their events team in Sydney. If you are a creative thinker, have strong communication skills, thrive working in a busy environment and have an exceptional eye for detail, then this opportunity is for you! Daily duties include arranging and booking group air, transfers and hotels and working closely with the events managers to ensure smooth sailing for all involved.

For more information please call Paul on (02) 9113 7272 or click [APPLY](#) now.

Wholesale Travel Consultant

Melbourne, Attractive Package, Ref: 2273KF1

Are you a passionate travel professional with sales experience seeking a new challenge? Or perhaps a Retail Travel Consultant looking to step away from face to face sales? I have the opportunity for you to join a global, market leading company within their wholesale team. Book international travel packages; flights, accommodation and land based products, proactively match customer requests to the extensive range of products, maximising all opportunities for the perfect holiday experience!

For more information please call Kate on (02) 9113 7272 or click [APPLY](#) now.

Senior Corporate Consultant

Perth, \$50-55k, Ref: 2191LM3

A fantastic new opening for an experienced corporate consultant within Perth! If you are passionate about the travel industry and you are driven by corporate clientele then this role could be your ideal chance to move into a new role and challenge within the industry! This role isn't just another corporate opening this is the chance to work for a company that has a huge reputation in Australia. Further to that this role offers a rewarding environment and the chance to progress your career!

For more information please call Lia on (02) 9113 7272 or click [APPLY](#) now.

Corporate Travel Consultant

Brisbane, Fantastic Package on Offer, Ref: 2239KH1

To tie in with ongoing success and expansion across the Brisbane corporate travel industry, we are currently searching for a new batch of Corporate Travel Professionals to join a leading travel management company in their luxurious offices in Brisbane CBD. This role isn't just another corporate opening this is the chance to work for a company that has a huge reputation in Australia. Further to that this role offers a rewarding environment and the chance to progress your career!

For more information please call Kate on (07) 3023 5023 or click [APPLY](#) now.

BDE Cruise Industry – NSW/ACT

NSW, DOE + Bonus, Ref: 2234MB0

This leading Cruise line is looking for a business development executive to help promote their specialist product across the NSW/ACT market. This role is perfect if you have Inside Sales experience or if you are an experienced BDE looking for your next career move. Predominantly on the road you will visit clients while also sourcing new business as well as brand awareness. A golden opportunity has arisen for a candidate looking for a more diverse role and to progress in your career.

For more information please call Marissa on (02) 9113 7272 or click [APPLY](#) now.

Dive Travel Specialist

Melbourne, Competitive Salary, Ref: 2288TS1

A rare travel opportunity has become available to specialise in something you are passionate about! Are you a dive fanatic?! Do you hold PADI qualifications? Can you tell your clients the best diving spots around the world? An industry leading Travel company is expanding and is recruiting now! If you are already working as a Travel Consultant with at least 2 years experience using a GDS and have excellent worldwide destination and product knowledge then I'd love to hear from you!

For more information please call Tammy on (02) 9113 7272 or click [APPLY](#) now.

Temp Travel Consultant

Adelaide, \$Hourly Rate, Ref: 2068LM6

We are seeking a candidate who will be available for 2 weeks from Mid-April 2016. You will have previous experience as a travel consultant selling a range of travel products. This is a high-end travel company located in Adelaide CBD. You will be hard working and available Monday to Friday for this role. You will be responsible to look after existing clients and assist other team members. You must have Sabre experience. If you are only looking for temp roles please apply now!

For more information please call Lia on (02) 9113 7272 or click [APPLY](#) now.

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